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RESIDENT WELLNESS

PROGRAM & RESOURCES

RESIDENT AFFAIRS / LEARNER SUPPORT SERVICES

learnersupportservices@nosm.ca
nosm.ca/pgme-office/resident-wellness/

WHAT WE DO

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

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)**

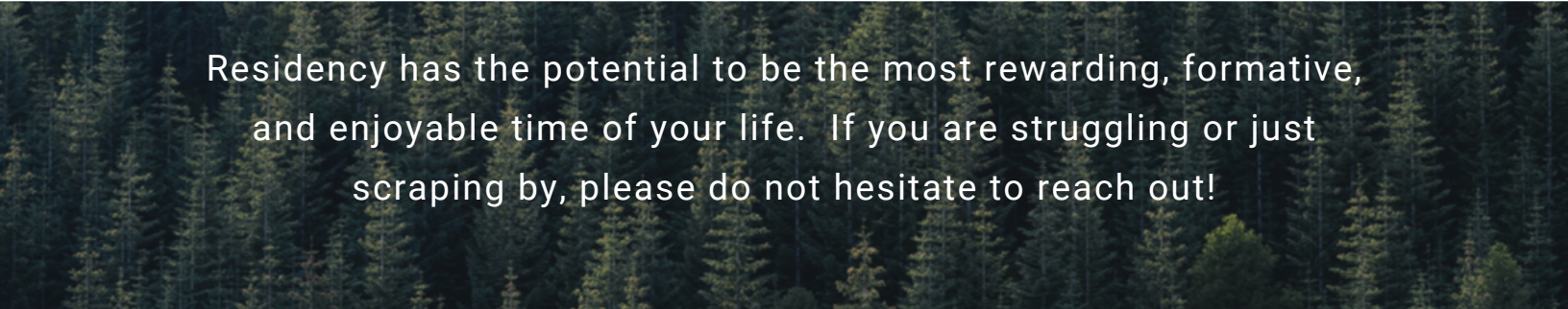
Homewood Health Student Assistance Program (SAP)

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

Learner Affairs Officers (LAOs)

Nick Alderton, Laura Csontos, Kathleen Wells, Maryse Gareau, and Chris Beadle (learnersupportservices@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.

Assistant Dean, Resident Affairs (ADRA)

Dr. Sean Sullivan, MD CCFP (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.

WHO WE ARE

Accessibility Advisor

Melissa Pafford (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/

Clinical Psychologist

Dr. Caroline Charette (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 learnersupportservices@nosm.ca for a referral.

Appointments with Dr. Charette are not funded directly by NOSM University, but can be paid for using your benefit plan directly with her office, as with other external mental health providers.

WHO WE ARE

Director, Learner Support Services

Jennifer Turcotte-Russak(directorlearnersupportservices@nosm.ca)

The Director of Learner Support Services is responsible for the direction and operations of the department provides expertise and guidance on all matters relating to accommodation and accessibility.

NOSM University's Learner Support Services Office operates in consultation with the academic program, but is a confidential service for individual students, at arm's length from academics. Learner Support Services offers services and support which assist learners academically, personally and financially. It also has a primary role in career development, learner wellness and support for student initiatives.

Wellness Coordinator

Janice Hunt (jahunt@nosm.ca)

Under the umbrella of Learner Support Services, the wellness coordinator plays a vital role in promoting the health and wellness of learners throughout NOSMU communities. She manages the Virtual Health and Wellness Hub and the NOSM U well app, as well as connects students with essential resources such as family physicians, counselling services, and more. The wellness coordinator also assists in the development of various wellness and safety awareness programs and facilitates interdepartmental collaboration for the deliveries of such programs.

By fostering a supportive environment, the wellness coordinator helps enhance the overall wellness and in turn success of NOSM U learners.

WHO WE ARE

IMG Learner and Faculty Resource Leads

Dr. Ashima Bansal (imgleadeast@nosm.ca)

Dr. Jacinta Oyella (imgleadwest@nosm.ca)

The IMG Learner and Faculty Leads are 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 as well as help in addressing concerns brought forward by IMG residents throughout residency.

The IMG Learner and Faculty Leads also collaborates with various programs to share resources and support for IMG residents and are available to provide support to programs in the selection process of IMGs as well as helping to identify the candidates who will enter the next steps of the PRP and Assessment Verification Period (AVP).

They also collaborate with NOSM U faculty to promote and improve the educational experiences for IMGs.

Francophone Health Education Lead

Dr. Mélanie Patrie (mboulay@nosm.ca)

The Francophone Health Education Lead, provides direct support to residents to assist with their linguistic or wellness needs. They are available for advice and resource sharing on issues pertaining to Francophone health.

The Francophone Health Lead works closely with the Office of Francophone Affairs at NOSM University to develop and deliver learning opportunities for residents and offer support across all residency programs with regards to Francophone Health.

OTHER RESOURCES & INFORMATION

LEARNER MISTREATMENT

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/.

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



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/

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/).



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/



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.

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/ 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

(Access code provided by pgewellness@nosm.ca)

