

Housestaff Support Systems

June 2011



Postgraduate Medical Education Office



Contents

INTRODUCTION.....	1
GENERAL WELL BEING AND PERSONAL SAFETY.....	2
A. Family Physician	
B. Policy Regarding Communicable Diseases	
C. Human Solutions – Employee & Family Assistance Program (EFAP)	
D. Student Walk Home Attendant Team (SWHAT)	
E. Get Connected	
F. Workplace Hazardous Material Information System (WHMIS)	
INTIMIDATION/HARASSMENT.....	11
A. Intimidation & Harassment	
B. Dealing with Harassment – A Brief Guide	
SEXUAL HARASSMENT.....	16
A. Human Rights & Equity Services	
B. College of Physicians and Surgeons (CPSO) -Task Force on the Sexual Abuse of Patients	
STRESS.....	19
A. Professional Association of Interns & Residents of Ontario (PAIRO) - Hotline	
B. Physician Alcohol and Substance Abuse	
MEDICAL AND LEGAL MATTERS - GUIDELINES.....	21
IMPORTANT PHONE NUMBERS.....	22

Introduction

This booklet has been put together by the Postgraduate Medical Education Office as a quick reference of the various support mechanisms available to you as a student of McMaster University. It is important to have mechanisms to relieve stress (i.e., joining a gym, etc.). Remaining physically active during your training program may help with stress relief. However, in some cases additional support may be necessary, and in these cases additional support is available. Each service has been asked to provide a brief outline of the type(s) of support they are able to give. Issues may vary from medico-legal matters, stress, alcohol or substance abuse, emotional support, and other personal situations that may be too difficult to handle alone. All services are completely confidential.

In addition to the resources mentioned in this booklet, each of the programs have their own support structures in place. Please be sure to check with your Program Director regarding program specific support features that are offered and available to you.

Always keep in mind that your Program Director is there to help support and guide you through your residency program.

General Well Being and Personal Safety

A. FAMILY PHYSICIAN

All postgraduate students are encouraged to have a local family physician.

The Hamilton Academy of Medicine maintains a current listing of family physicians who are accepting new patients. The academy will provide you with the family physician's qualifications upon request.

Hamilton Academy of Medicine
206-1 Young Street
Hamilton, ON L8N 1T8
Telephone: 905-528-1611
Website: www.hamiltondoctors.ca

The Postgraduate Medical Education Office also has a confidential list of family physicians who are willing to accept residents as patients. Please contact Brenda Montesanto at 905-525-9140, ext. 22947 or email at brenda.montesanto@medportal.ca.

B. POLICY REGARDING COMMUNICABLE DISEASES AND OCCUPATIONAL HEALTH FOR APPLICANTS TO AND STUDENTS IN UNDERGRADUATE AND POSTGRADUATE MEDICINE

I Applicants:

All applicants should be aware that they will be required to participate in the care of patients with various communicable diseases including hepatitis, TB and AIDS throughout their education. Therefore, there is a risk that the student may contract a communicable disease during the course of their studies.

As each student has a responsibility to prevent the spread of communicable diseases to others, the Faculty of Health Sciences is committed to providing education and training to all students in the methods of preventing spread of communicable diseases that is consistent with Health Canada Guideline Routine Practices and Additional Precautions for Preventing the Transmission of Infection in Health Care (<http://www.phac-aspc.gc.ca/publicat/ccdr-rmtc/99vol25/25s4/index.html>) and the Ontario Hospital Association/Ontario Medical Association Communicable Disease Surveillance Protocols for Ontario Hospitals.

II Requirements on acceptance into the program:

1. All students are expected to be in a state of health such that they may participate in the academic program, including patient care, without posing a risk to themselves or others. (*Council of Ontario Faculties of Medicine COFM Policy Document: Essential Skills and Abilities Required for the Study of Medicine*; http://www.ouac.on.ca/omsas/pdf/COFM_Abilities_Sept03.pdf)
2. All students will be required to understand and comply with Faculty/program immunization policies and requirements. All students will be required to comply with provincial communicable disease surveillance protocols developed under the Public Hospitals Act, Regulation 965. (*Public Hospitals Act, R.R.O. 1990, Regulation 965*, http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900965_e.htm)

III Students with a communicable disease:

Strict confidentiality concerning the student's state of health will be maintained. The student is central to the process. Students who are accepted into the program, who have a communicable disease, may pursue their studies provided that their continued involvement does not pose a health or safety hazard to themselves or to others. Students will be offered counseling regarding career decisions and transferring.

1. Students with tuberculosis, hepatitis B, hepatitis C or HIV infection are professionally obligated, on acceptance, to inform the relevant Assistant Dean (Undergraduate, Postgraduate).
2. The Assistant Dean should consult with an Expert Board (ExB), and/or other experts, as appropriate.

When a student's clinical duties or clinical exposure is to be modified, limited or abbreviated, the Assistant Dean should be notified. The Assistant Dean will request input from the Expert Board regarding the details of the modifications or limitations.

3. The student will be offered advice and counseling that will assist him/her regarding clinical practice.

General Well Being and Personal Safety

4. Students who acquire a communicable disease, or incur an injury or other medically related incident during their education program are required to seek medical attention immediately. The incident must be reported and documented by the student, at the earliest opportunity, to the Faculty of Health Sciences Occupational Health and Safety Office, the appropriate clinical supervisor, program director and the Assistant Dean. The Assistant Dean will ensure that appropriate documentation and counseling is provided through the assistance of the Expert Board.

5. Students and residents have the right to appeal decisions made by the Assistant Dean or the Expert Board by submitting, in writing or in person, a proposed amendment to the decision and the rationale supporting such an amendment. The student or resident may submit additional documentation from his/her personal physician or other healthcare worker in support of their appeal. In the case where the student's or resident's appeal is rejected by the Assistant Dean and/or Expert Board, the student or resident may engage in the Student Appeal Procedure of the University to submit any additional appeal.

IV Composition of the Expert Board:

The case will be reviewed anonymously by the Expert Board. To ensure that the student's confidentiality is respected and maintained, the student will be advised of the membership of the Board prior to the case being reviewed. Disclosure of the nature of the communicable disease will be limited to the relevant Assistant Dean and the Director of the student's education program.

Assistant Dean, Chair (from appropriate program)
Infectious diseases expert physicians (1-2)
Physician from the discipline of the student (if applicable)
Student representative (e.g., local PAIRO representative)

Additional resources available to the Expert Board:

Medical Officer of Health
Occupational Health
Ethicist

The Expert Board will meet on an ad hoc basis, as required.

V Co-Responsibility with Hospitals

The Faculty of Health Sciences and the teaching hospitals each are responsible for ensuring that students are adequately instructed in infection prevention and control as it relates to communicable diseases. This will include the following:

1. The Faculty will provide an introductory program on routine practices/standard precautions, infection prevention and control that is consistent with current guidelines and occupational health and safety. In addition, the Faculty will inform students as to their responsibilities with respect to infection prevention and control and occupational health and safety.
2. Affiliated teaching hospitals are required to comply with the Communicable Disease Surveillance Protocols for Ontario Hospitals developed under the Public Hospital Act, Regulation 965. Compliance with these Protocols requires the hospitals, in liaison with the University's academic programs, to provide instruction in infection prevention and control and occupational health and safety.

VI Occupational Health

All students will receive appropriate instruction with respect to adverse exposures (e.g., chemicals and radiation) which they may encounter during their program. "While students are not covered by the Occupational Health and Safety Act or its regulations, the University is also committed to fulfilling its responsibilities concerning the health and safety of its students." Residents, as employees of the hospitals are covered through the hospital Occupational Health; refer to *PAIRO/CAHO agreement, Article 18.14*: <http://www.pairo.org/Content/Files/2008%20PAIRO-CAHO.pdf>.

General Well Being and Personal Safety

Examples of specific communicable diseases included in this policy:

Blood-borne pathogens

HIV/Hepatitis B, C, D.

Enteric pathogens

Salmonella / Shigella / Campylobacter / E-coli O:157/ verotoxin producing Giardia
Amoebiasis

Other

Influenza / Hepatitis A / Meningococcal disease/ Measles / Mumps /Rubella /
Tuberculosis / Varicella

C. HUMAN SOLUTIONS - EMPLOYEE & FAMILY ASSISTANCE PROGRAM (EFAP)

<http://www.humansolutions.ca/www/Default.aspx>

Whether you are looking for simple advice related to life balance or health management issues, or you need support in dealing with more complex emotional/ psychological issues, your EFAP is here to help. Through our partnership with Human Solutions, we offer a broad range of services to you and your dependant family members. These services include:

- Plan Smart Series
- Health Management
- Counselling

The **Plan Smart Services** are designed to provide life balance solutions. These services include consultation with a specialist, as well as a package of valuable support and resource material. Topics covered include:

- Eldercare
- Childcare
- Pre-Retirement Planning
- Financial Planning
- Legal Advisory
- Career Counselling
- E-learning courses include a range of life and leadership skills

The **Health Management Services** are designed to provide a range of relevant and timely health related information. The online health library offers a wide variety of relevant articles and up-to-date information supported by the Canadian Medical Association. The online Health Planning tools can assist you in setting and reaching health related goals such as proper nutrition, exercise, and overall personal well being. We also offer nutritional counselling that includes one-on-one support and customized information.

Counselling at Human Solutions focuses on addressing specific problems, working with a highly trained professional. All clinicians are either Master level counsellors or PhD Psychologists. In the Hamilton area there are multiple counselling locations to meet your needs. When you call or email to set up an appointment, you will be matched with a counsellor who best meets your needs. Counselling areas include, but are not limited to:

- Communication
- Family dynamics
- Marriage dynamics
- Human learning and motivation
- Child and adolescent development
- Parenting
- Anxiety disorders
- Mood disorders
- Clinical assessment
- Addictions
- Personality development

About Human Solutions

Human Solutions is a full spectrum independent provider of EFAP services. The organization is a Canadian leader in the field of employee and organizational health products and services. It has been providing services to Canadian employers for over 25 years.

To Access Services

To access the counselling or Plan Smart Services please contact us at 1-800-663-1142. You can call Human Solutions 24 hours a day, seven days a week to make arrangements to see a counsellor at a time and office location convenient to you. As an alternative to face-to-face counselling, you can also work with a counsellor online or by telephone.

General Well Being and Personal Safety

D. STUDENT WALK HOME ATTENDANT TEAM (SWHAT)

McMaster University Student Centre, Room 204
Telephone: 905-525-9140, Extension 27500

Volunteer teams of one male and one female provide safe, friendly accompaniment for any member of the McMaster community who request a walk. SWHAT is open seven days a week from September to April, from dusk until 1 a.m. (7:00 p.m. - 1 a.m. daily) SWHAT will walk to or from ANY location on campus within a 15 to 20 minutes radius off campus.

E. GET CONNECTED

The McMaster community is a diverse place. Consider the following in broadening your experience here or seeking additional support.

Gay Lesbian, Bisexual, Transgender & Queer

McMaster Gay Lesbian Bisexual Transgender Centre,
(<http://www.msu.mcmaster.ca/glb>) McMaster University Student Centre MUSC, Room 221)

McMaster's Positive Space Program increases the visibility of lesbian, gay, bisexual, trans, and queer (LBGTQ) staff, student and faculty members on campus. Positive Space provides a way for all interested campus members to become voluntarily involved in creating a more supportive and inclusive environment for LGBTQ members on campus and in the broader community. (http://www.mcmaster.ca/hres/positive_space.html)

The Queer Students Community Centre (QSCC) offers a variety of services, including Peer Support for individuals who may be dealing with issues related to sexual orientation and/or gender identity or who are perhaps dealing with others' attempts to come to terms with their sexual orientation or gender identity (e.g. family members, partners). For more information, check <http://www.msumcmaster.ca/servicesandbusiness/qsc/generalInfo/overview.htm>.

Gay Lesbian Bisexual Transgender Medical Students Canada is a national professional organization dedicated to address the issues and concerns of GLBT medical students and physicians in Canada. Their email is: gltmeds@yahoo.com

Aboriginal Groups

Aboriginal Students Health Sciences Office (<http://www.fhs.mcmaster.ca/ashs>), email ashs@mcmaster.ca, HSC Room 2E5A, 905-525-9140 x22824.

Indigenous Physicians Association of Canada, www.ipac-amic.org. Email, info@ipac-amic.org. Phone: 204-219-0099.

Student Development and Disabilities

McMaster Centre for Student Development (CSD) and Disabilities (<http://csd.mcmaster.ca>). CSD is dedicated to the overall success and development of all students at McMaster, it is also committed to the continual improvement of accessibility for students with disabilities by providing support, counselling, instruction, accommodations, etc. They also assist students on issues related to diversity, educational equity and academic achievement. McMaster University Student Centre (MUSC), Room B107, Telephone: 905.525.9140 ext 24711 Email: csd@mcmaster.ca

McMaster's ATLAS Program (<http://csd.mcmaster.ca/sswd/atlas/ld-access.html>). The Centre for Student Development (CSD) offers services that support students' academic success, such as the Assistive Technology Learning and Academic Support (ATLAS) Program. Also see Learning Disabilities Association of Canada, (<http://www.ldac-taac.ca>)

International Student Services (<http://oisa.mcmaster.ca>) provides services and programs and coordinates with a variety of entities on and off campus to ensure that the educational and personal needs of students are met.

McMaster University is home to over 275 clubs and associations students can join addressing every interest, whether they are looking to join a cause, learn about a culture, practice a hobby or just meet others. (www.msu.mcmaster.ca/clubs)

General Well Being and Personal Safety

F. WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM (WHMIS)

The Workplace Hazardous Materials Information System (WHMIS) is a comprehensive national system for safe management of hazardous chemicals which is legislated by both the federal and provincial jurisdictions.

WHMIS is mandatory training for anyone working with or in the proximity of hazardous materials. The WHMIS legislation provides that workers must be informed about the hazards in the workplace and receive appropriate training to enable them to work safely. To accomplish this, WHMIS requires all suppliers (manufacturers, importers, packagers and processors) to label and prepare Material Safety Data Sheets (MSDSs) for products they make, import, package, or process that meet the hazard criteria set out in the Controlled Product Regulations under the federal Hazardous Products Act. The buyers of these controlled products must make sure that these products are correctly labeled and that MSDSs are available.

Employers must set up worker education programs that instruct workers about the contents and significance of labels and MSDSs and how to work safely with hazardous materials.

In summary, WHMIS delivers the necessary information by means of:

- cautionary labels on containers of controlled products
- the provision of an MSDS for each controlled product
- a worker education program

The ultimate goal is to create a safer workplace by providing workers with the knowledge and tools to enable them to work safely.

The Postgraduate Medical Education office will issue a list of session dates.

Intimidation/Harassment

A. INTIMIDATION AND HARRASSMENT

At McMaster, the Human Rights and Equity Services (HRES) Office works to make McMaster a university community where all students, staff and faculty can learn, work and live in equality and respect. HRES actively promotes an environment free from sexism, racism, heterosexism, and discrimination against people with disabilities and all other forms of harassment and discrimination.

McMaster University has established a **Sexual Harassment Policy** (<http://www.mcmaster.ca/policy/General/HR/sexharassment.pdf>) and an **Anti-Discrimination Policy** (<http://www.mcmaster.ca/policy/General/HR/Anti-Discrimination%20policy.pdf>), that governs all University faculty, staff and students. In recognising the uniqueness of the academic clinical learning environment, the Faculty of Health Sciences has appointed an Advisor on Professionalism in Clinical Education to respond to enquires and complaints concerning any form of harassment or discrimination that occurs in the academic clinical setting.

Both the HRES and the FHS Advisor on Professionalism provide consultation and advice on human rights-related issues of all kinds and offer support and assistance on handling complex situations particularly dealing with human rights, harassment, accommodation or discrimination issues. Complaints under these policies are kept **strictly confidential** unless the issue presents immediate physical danger to the complainant or to someone else, in which case appropriate action will be taken to ensure that everyone involved is safe.

The HRES and the Advisor on Professionalism provide educational opportunities tailored to specific requests, including but not limited to human rights obligations, responsibilities and policy requirements; diversity and inclusivity, and anti-racism/anti-oppression.

Resident Well Being

Trust, respect, fairness and a spirit of collegiality between faculty and residents at McMaster is essential for creating the best possible environment for learning. And in a teaching hospital, creating this environment will attract the best to McMaster as well as produce top quality physicians.

Intimidation/Harassment

Research has shown that harassment and intimidation actually achieves the opposite environment – one that hinders learning. Incidents of harassment or intimidation undermine professional confidence, and in some cases compromise health care delivery. And, simply put, it's unprofessional.

Like any form of abuse, resident harassment will continue in a generational pattern. If residents are taught in a way that focuses on learning through intimidation, they will be more likely to teach their future residents in the same destructive manner. All faculty and residents must help break this cycle.

Harassment and intimidation includes, but is not limited to:

- unfair work demands;
- discrimination based on race, culture gender, religion, sexual orientation or school of medical graduation;
- verbal abuse: shouting, swearing, belittling, ridiculing, disparaging remarks of sexist, homophobic, religious or ethnic grounds;
- physical abuse: throwing objects, pushing, slapping or making threatening gestures;
- sexual abuse: unwelcome comments, gestures, touching or actions of a sexual nature;
- workload abuse: contractual infraction, excessive service volume, lack of supervision, or not making reasonable illness, disability or leave allowances;
- reprisal for having lodged, or being a witness in, a harassment or intimidation complaint; and
- education compromise: grading unfairly, or unreasonable exclusion from a learning experience.

B. DEALING WITH HARASSMENT – A BRIEF GUIDE

McMaster University is dedicated to the pursuit and dissemination of knowledge in order to enable its members to pursue these twin objectives. McMaster seeks an atmosphere free of harassment and discrimination.

Discrimination means differential treatment of an individual or group of individuals which is based, in whole or in part, on one or more than one of the prohibited grounds of discrimination, and which thus has an adverse impact on the individual or group of individuals.

Prohibited grounds of discrimination under the Ontario Human Rights include ancestry, citizenship, colour, creed, ethnic origin, family status, handicap, marital status, place of origin, race, receipt of public assistance, sex, and sexual orientation.

Prohibited grounds of discrimination also include language, accent, or dialect, except as language, accent, or dialect may interfere with legitimate requirements of education or employment. Prohibited grounds of discrimination also include discrimination because of political belief; membership or non-membership in a political organization; or membership or non-membership in a trade union, or employee or employer organization

Harassment means engagement in a course of vexatious comments or conduct that is known or ought reasonably to be known, to be unwelcome. “Vexatious” is a comment or conduct made without reasonable cause or excuse.

Intimidation/Harassment

If you think you are being harassed or intimidated, contact:

Robin Edwards
Advisor,
Professionalism in Clinically Based Education,
Faculty of Health Sciences,
McMaster University, Room 2E09
1200 Main Street West,
Hamilton, ON, Canada L8N 3Z5
Phone: 905.525.9140 Ext. 22417
Fax: 905.526.6623
Email: edwardro@mcmaster.ca
Web: <http://mcmaster.ca>

Or

Human Rights and Equity Services Office
McMaster University, 1280 Main St. W.
MUSC Room 212
Hamilton, Ontario L8S 4M4
Office Hours: Mon - Fri, 9 a.m - 5 p.m.
Phone: (905) 525-9140, ext. 27581
Email: hres@mcmaster.ca

If you make a complaint, the Sexual Harassment and Intimidation policies at McMaster ensure that the complainant AND the respondent, AND any other parties to the complaint are treated fairly. Complaints are kept strictly confidential unless the health or safety of members of the McMaster community is at risk, in which case appropriate safety steps will be taken.

If you initiate a complaint and decide at any time not to continue with the complaint, you cannot be compelled to proceed with a complaint against your wishes.

If you are being harassed:

Depending on the nature of the harassment and the identity of the people involved, you might consider taking these steps:

- **Ask for Help:** Contact the FHS Advisor on Professionalism or the HRES and ask for assistance. Talk to your supervisor, another member of faculty you trust, or the program director or chair.

- **Keep a Record:** Take notes of the dates, times and locations of all harassing behaviours and include the names of any witnesses. If you know of others who are being harassed as well, talk to them and ask them to document their experiences as well. Consider making a joint complaint.

- **Tell the Harasser to Stop:** If you feel you can do so safely, tell the harasser in a diplomatic tone that you consider his or her behaviour to be harassment and you expect them to stop. If you feel you cannot face the person directly, you might also consider sending an e-mail or letter. Identify what they are doing that is inappropriate and tell them to stop it. Keep notes of your conversation or a copy of the e-mail or letter.

- **Keep Yourself Safe:** Whatever you do, make sure you remain safe (both physically and emotionally). Try to avoid being alone with the harasser; bring a friend or colleague if you have to meet with the person. Remain calm and professional in those situations where you have to have contact with the person. Keep a record if you see the person in a place or at a time when you would not expect to see them.

- **Get Support:** Find someone (a friend, colleague, supervisor, faculty member) who will respect how you feel and be supportive of you. Tell them about the situation. Ask for their help. See your doctor if the stress of the situation is having a negative effect on your health.

Sexual Harassment

A. HUMAN RIGHTS & EQUITY SERVICES

The Human Rights & Equity Services office implements the Sexual Harassment and Anti-Discrimination Policies. These policies apply to on-campus activities as well as certain off-campus activities. For example, students engaged in off-campus University-sanctioned academic activities (such as co-op placements, internships and practica) have access to these policies. Our services to students, staff and faculty include:

Consultation and Advice

We provide confidential consultations on human-rights-related issues of all kinds. We'll listen to what you have to say, discuss your options with you, and intervene (in most cases) only if you wish us to intervene.

Awareness and Education

We raise awareness and provide education with regard to harassment, discrimination, accommodation (of religious beliefs and disabilities of all kinds) and other human-rights related issues. We will work with you, your organization or group to design programs to address specific situations.

Resolution of Complaints

We will meet with campus members who feel that they have been subjected to harassing or discriminatory behaviour based on a human rights ground. We can offer guidance as to the options the person has available to address the concern, including the dispute resolution process under the Sexual Harassment and Anti-Discrimination policies.

Milé Komlen, Director

Vilma Rossi, Program Coordinator

Elaine Hay, Administrative Assistant

McMaster University Student Centre, Room 212

Telephone: 905-525-9140, ext. 27581 Fax: 905-522-7102

E-mail: hres@mcmaster.ca Website: www.mcmaster.ca/hres

Office Hours: 8:30 a.m. to 4:30 p.m. (Appointment times outside of these hours may be accommodated upon request.)

B. COLLEGE OF PHYSICIANS AND SURGEONS OF ONTARIO (CPSO) - TASK FORCE ON SEXUAL ABUSE OF PATIENTS

In January 1991 the CPSO appointed an independent Task Force on Sexual Abuse of Patients. After review, consultation and revision, the College presented its own recommendations to the Ministry of Health in September 1992.

In October 1992 the Ministry of Health introduced a discussion paper based on the College recommendations and in November the Ministry introduced Bill 100, an Act to Amend the Regulated Health Professions Act.

The recommendations of the CPSO are 60 in total. The document in its entirety is available from the College upon request. The College's address is: The College of Physicians and Surgeons of Ontario, 80 College Street, Toronto, Ontario M5G 2E2 or Telephone: 1-800-268-7096.

DEFINITIONS:

The College has defined three levels of PROFESSIONAL MISCONDUCT.

I SEXUAL IMPROPRIETY - any behaviour such as gestures or expressions that are sexually demeaning to a patient, or which demonstrate a lack of respect for the patient's privacy.

II SEXUAL TRANSGRESSION - any inappropriate touching of a patient that is of a sexual nature, short of Sexual Violation.

III SEXUAL VIOLATION - physician-patient sex, whether or not initiated by the patient, including, but not limited to, sexual intercourse, masturbation, genital to genital contact, oral to genital contact, oral to anal contact and genital to anal contact.

MANDATORY REPORTING:

It is mandatory that a member of the College notify the College in writing when he or she has reasonable grounds to believe that another member of the College is or has been engaged in sexual transgression or sexual violation, and that such information be recorded and retained by the College.

Sexual Harassment

CPSO also makes recommendations regarding Third Party Reports, Multiple Party Reports, Mandatory Reporting whereby the patient is a physician.

THIRD PARTY PRESENCE DURING EXAMINATIONS:

Patients have the right to a third party present during internal/intimate examinations if they wish, with the exception of life threatening emergencies. In some cases, the physician will be able to provide this third party. In cases where a physician is unable to provide such a person, patients should be informed that they may bring a person of their choosing with them. In non-emergency situations, physicians have the right to insist that a third party be present during internal/intimate examinations, and to refuse to conduct a routine internal/intimate examination if the patient refuses consent for a third party to be in the room.

Stress

A. PROFESSIONAL ASSOCIATION OF INTERNS AND RESIDENTS OF ONTARIO (PAIRO)

The PAIRO Office
400 University Avenue, Suite 1901
Toronto, ON M5G 1S5
Telephone: 416-979-1182
Tollfree: 1-877-979-1183

THE HOTLINE - IS TOLL FREE 1-866-435-7362 (1-866-HELP-DOC)

Did you know that 1 in 5 housestaff suffer from work-related stress. Impairment can be prevented! Are you at risk?
We can help. You are not alone!

THE HOTLINE...

is a confidential referral service for both housestaff and their families. The contact physicians are not volunteers from the teaching hospitals; they are third parties who will issue a professional response to your call.

B. PHYSICIAN ALCOHOL AND SUBSTANCE ABUSE:

"When the going gets tough"

Problems can occur to anyone at anytime, but residency is particularly stressful in an already stressful profession.

Problems may range from overwork and a feeling of being unable to keep up or being "stressed out", to sleeping and temper problems, marital/relationship disarray, financial problems and the results of the use of alcohol and prescribed or illicit drugs. As a physician you may well have learned how to deal with some of these in other people, but you may find you or one of your colleagues is not immune. In addition to resources previously mentioned such as your Family Physician, PAIRO Hotline, Program Director, and EAP, the following are also available to you:

Ontario Medical Association (OMA)
525 University Ave., Suite 300
Toronto, ON M5G 2K7
Telephone: 416-599-2580
Tollfree: 1-800-268-7215

PHYSICIAN HEALTH PROGRAM

A confidential program of the Ontario Medical Association (OMA) for physicians and their families at risk of or suffering from alcohol or drug problems.

Website: www.phpoma.org

Call anytime: CONFIDENTIAL OMA HELPLINE 1-800-851-6606

Dr. Michael Kaufmann
Medical Director 416-340-2972

Dr. Joy Albuquerque
Associate Director

Members of the Ontario Medical Association have volunteered to be available by phone to colleagues and their family members who feel they would benefit from a confidential discussion of their situation. We can assist with a wide variety of problems, marital family, personal stress, etc. Our Helpline will serve as a sounding board, providing help with problem definition, suggestions on using local resources, additional information, and general advice about seeking further clinical assistance.

The OMA volunteers are prepared to respond as a “knowledgeable friend”, but not in a professional capacity. When you phone, please indicate - you are calling the OMA Helpline - Your first name only. On those occasions when you have to leave a message, please provide your first name, area code, telephone number and a couple of times when you can be reached.

Medical and Legal Matters

If you are involved in any legal matters related to your professional activities (including being asked to give evidence) the following guidelines are recommended, according to the specific nature of the problem:

You should always contact the clinical supervisor responsible for the case in question; they will be able to provide support and advice, especially if they are required to participate in the same legal proceedings.

Contact your Program Director; your program director is there to offer support and guidance. S/he will ensure your best interests are being attended to and that appropriate management is being offered.

You may wish to: Contact PAIRO, you are a member of the Professional Association of Interns and Residents. Each school has representatives who will be able to counsel and assist you. Canadian Medical Protective Association should be contacted immediately. Membership with CMPA is required.

Important Phone Numbers

POSTGRADUATE MEDICAL EDUCATION OFFICE

905-525-9140, Extension 22118

McMASTER UNIVERSITY SERVICES

905-525-9140

FHS ADVISOR, PROFESSIONALISM IN CLINICALLY BASED EDUCATION
Extension 22417

HUMAN RIGHTS & EQUITY SERVICES OFFICE
Extension 27581

STUDENT WALK HOME ATTENDANT TEAM (SWHAT)
Extension 27500

SECURITY
Extension 24281

COMMUNITY SERVICES

HAMILTON POLICE SERVICE (HPS)
905-546-4925

DISTRESS CENTRE OF HAMILTON
24 Hour Crisis Line: 905-525-8611

THE SALVATION ARMY SUICIDE PREVENTION SERVICES
Crisis Line: 905-522-1477

SEXUAL ASSAULT HOTLINE
905-525-4162

VICTIM'S SERVICES
905-546-4904

POISON INFORMATION CENTRE
1-800-268-9017

DRUG & ALCOHOL INFOLINE
1-800-463-6273

HAMILTON AIDS NETWORK INFOLINE
905-528-0854

HUMAN SOLUTIONS – EMPLOYEE ASSISTANCE PROGRAM
(EAP) 1-800-663-1142

ASSOCIATIONS, etc.

CANADIAN MEDICAL PROTECTIVE ASSOCIATION (CMPA)
1-800-267-6522 or 613-725-2000

COLLEGE OF PHYSICIANS & SURGEONS OF ONTARIO (CPSO)
1-800-268-7096 or 416-961-1711

HAMILTON ACADEMY OF MEDICINE
905-528-1611

HOMWOOD HEALTH CENTRE
519-824-1762

PROFESSIONAL ASSOCIATION OF INTERNS & RESIDENTS
OF ONTARIO (PAIRO)
416-979-1182 or 1-877-979-1183

PAIRO HOTLINE1-866-435-7362 (HELP-DOC)

