# I NEED HELP

## UME Students

## Call 911

If you find yourself in an emergency or personal crisis, and require immediate assistance, please call 911.

On campus in Thunder Bay, call Lakehead University Security at ext. 8911.
On campus in Sudbury, call Laurentian University Security at 705-675-1151 ext. 4444.

## 1-866-HELP-DOC

The **PARO** Crisis Helpline is a confidential support services for UME students and your family members. This toll-free number is accessible anywhere in **Ontario 24 hours a day 7 days a week**. Trained professional counselors who understand the learner experience will answer your call. Additional information can be found at **www.myparo.ca/helpline**.

The PARO website also includes wellness information, tips for thriving in medical education and strategies for stress. These and other resources can be found here:
**www.myparo.ca**.

**Community-based Crisis Services**

| CCC Site | Crisis Services Information | |
|---|---|---|
| | **Organization** | **Contact Information** |
| Bracebridge | CMHA Muskoka & Area Crisis Line | 1-888-893-8333 |
| Dryden | Dryden Regional Health Centre Mental Health and Addictions Program | 1-807-223-8201 Ext. 1311 |
| Fort Frances | Crisis Response Centre | 1-866-888-8988<br>https://www.riversidehealthcare.ca |
| Hearst | Connex Ontario | 1-866-531-2600 |
| | Counselling Services | 1- 705-372-1933 |
| Huntsville | CMHA Muskoka & Area Crisis Line | 1-888-893-8333 |
| Kapuskasing | Kapuskasing Counselling Services | 1-705 335-6848 |
| Kenora | Kenora District Crisis Response Line | 1-866-888-8988<br>www.crisisresponseservices.com |
| Manitoulin Island | Crisis Center | 1-705-368-0756 or after hours at 1-877-841-1101 |
| Midland | Wendat Programs Crisis Services | 1-705-526-1305 Ext. 236<br>https://www.wendatprograms.com/crisis-service/ |
| North Bay | North Bay Regional Health Centre Nipissing Crisis Intervention Services | 1-800-352-1141 |
| Parry Sound | CMHA Parry Sound & Area Crisis Line | 1-800-461-5424 |
| Sault Ste. Marie | Sault Area Hospital Crisis | 1-705-759-3434 Ext. 3803 or 3398 |
| Sioux Lookout | Sioux Lookout MenoYaWin Health and Addictions | 1-807-737-3030 Ext. 4850 or 1- 807-737-1275 |
| Sudbury | Health Sciences North Crisis Services | 1-877-841-1101 |
| Temsikaming Shores | Temiskaming Hospital | 1-705-647-8121 Ext. 2425 |
| Timmins | Timmins & District Hospital Crisis Response Services | 1-888-340-3003 |
| Thunder Bay | CMHA Thunder Bay Crisis Response Services | 1-888-269-3100 |

## I am experiencing personal or emotional stress

NOSM's Learner Affairs Office is a confidential service for individual students and provides services and support to students to assist them, if dealing with personal or emotional concerns. It supports UME students by being accessible and responsive from 8:00 am to 6:00 pm Monday to Friday. Please know that the Learner Affairs Office is not a crisis service and is not available 24/7.

**Dr. Jason Shack, Assistant Dean, Learner Affairs**
Tel: 807-766-7465 Email: **jshack@nosm.ca**

**Nicholas Alderton, Senior Learner Affairs Officer, NOSM at Lakehead University**
Tel: 807-766-7315 Email: **nalderton@nosm.ca**

**Laura Csontos, Senior Learner Affairs Officer, NOSM at Laurentian University**
Tel: 705-662-7248 Email: **laura.csontos@nosm.ca**

**Sherry Mongeau, Senior Learner Affairs Officer, NOSM at Laurentian University**
Tel: 705-662-7257 Email: **smongeau@nosm.ca**

**Kate Beatty, Director of Learner Affairs and Equity**
Tel: 705-662-7502 Email: **kbeatty@nosm.ca**

## MORNEAU SHEPELL 1-844-880-9142

NOSM's Employee and Family Assistance Program is offered by Morneau Shepell and is available to all students, across NOSM's wider campus of Northern Ontario. They offer full access to face-to-face, telephone, video and e-counselling and immediate support is available 24/7/365 at 1-844-880-9142 or online at **workhealthlife.com**.

## PHYSICIAN HEALTH PROGRAM (PHP) 1-800-851-6606

The **Ontario Medical Association Physician Health Program (PHP)** provides a range of direct services to physicians, residents, and medical students, as well as supportive services to family members. This confidential support line is available during regular business hours anywhere in Ontario. A clinical coordinator will answer your call and direct you to appropriate services in your community. Additional information is available online at **php.oma.org**.

# I am experiencing academic difficulty

When UME students are dealing with academic difficulties, they can reach out for assistance. If a student receives an unexpected negative assessment or struggles with specific elements of the UME curriculum, like pharmacology, some may need reassessment or remediation. These academic difficulties present as an opportunity to learn, grow, and access additional assistance. Your Phase Director(s), and Assistant Deans want you to succeed.

The policies that govern UME assessment, promotion, remediation, and probation can be found at the following links:

- UME Assessment and Promotion Regulations (includes Probation)
- Phase 1 Promotion, Reassessment and Remediation Plans
- Phase 2 Promotion, Reassessment and Remediation Plans
- Phase 3 Promotion, Reassessment and Remediation Plans

Failure is the best teacher and the most successful physicians will tell you that they experienced setbacks in their training, and throughout their career. However, no matter how hard you try to adopt a growth mindset, an unexpected turn in your academic progress can have a significant impact on your well-being.

The academic leaders of the UME Program can assist you with academic difficulties:

- If you are a Year 1 or Year 2 student, please contact the Assistant Dean, Phase 1 – Dr. Zacharias Suntres, email: **zsuntres@nosm.ca**

- If you are a Year 3 student, please contact the Phase 2 Director – Dr. Peter Istvan, email: **peter.istvan@nosm.ca**

- If you are a Year 4 student, please contact the Phase 3 Director – Dr. Lee Toner, email: **lee.toner@nosm.ca**

All students can choose to contact:
John Friesen, Senior Director, UME Administration
Office: 807-766-7365 Email: **john.friesen@nosm.ca**

# I experienced or witnessed mistreatment

NOSM is focused on developing a culture of kindness, respect, and compassion as part of its commitment to enhancing the learning environment in which all members are respected and treated professionally. It is important that you avoid engaging in any behavior that would embarrass or humiliate another NOSM community member. While public correction may be needed to ensure that all learners understand the correct answers and expectations, respectful interactions are always the expectation to preserve dignity and a supportive learning environment that is psychologically safe and healthy. There is a history of the academic medicine culture including intimidation and mistreatment as embedded in rites of passage. Intimidation contributes to burnout and stress and to feelings of embarrassment and humiliation. Incidents of mistreatment may have a significant impact on a student's well-being.

The Learner Affairs Office may assist and support you if you have experienced mistreatment or witnessed mistreatment or to support you in navigating both UME and NOSM procedures found here:

- Responding to Student Concerns of Mistreatment
- UME Student Code of Conduct

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Tel: 807-766-7465 Email: **jshack@nosm.ca**

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**Learning Advocates**

The Learning Advocates are clinical faculty that are available for consultation if you have witnessed or experienced concerns of mistreatment to support you in navigating both UME and NOSM procedures. **Dr. Rebekah Neckoway**, email: rneckow1@lakeheadu.ca an Indigenous family physician who works in rural and remote communities in Northwestern Ontario.

**Dr. Katie Anderson**, email: kanderson@nosm.ca a community-based psychiatrist in Sudbury with a strong interest in physician wellness and medical education.

**You may prefer to contact the academic leaders of the UME program for a consultation if you have concerns of mistreatment, intimidation, or harassment.**

- If you are a Year 1 or Year 2 student, please contact the Assistant Dean, Phase 1 – **Dr. Zacharias Suntres**, email: zacharias.suntres@nosm.ca

- If you are a Year 3 student, please contact the Phase 2 Director – **Dr. Peter Istvan**, email: peter.istvan@nosm.ca

- If you are a Year 4 student, please contact the Phase 3 Director – **Dr. Lee Toner**, email: lee.toner@nosm.ca

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**Email instructions: In your email, please include your name, date, time, and location of the incident (i.e. room, building, community), as well as a description of the incident including names of those involved.**

# I experienced or witnessed professionalism issues

**(UME) Committee on Supporting Student Professionalism Information - CSSP**
For a faculty or staff with concerns about professionalism of a UME student that occurs outside of a NOSM academic or clinical activity, please email **umeprofessionalism@nosm.ca** to arrange to review with the CSSP Co-Chairs. Find the CSSP Procedures Documents here:

- Committee to Support Student Professionalism (CSSP) Procedures Document: Reporting, Investigating, and Grading Student Professionalism

The Learner Affairs Office may assist and support you with any professionalism issues.

**Dr. Jason Shack, Assistant Dean, Learner Affairs**
Tel: 807-766-7465 Email: **jshack@nosm.ca**

**Nicholas Alderton, Senior Learner Affairs Officer, NOSM at Lakehead University**
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Office: 807-766-7365 Email: john.friesen@nosm.ca

# NOSM WELL – An App for UME Students

NOSM WELL app is intended to help promote healthy and safe learning environments among UME students, as well as providing support for those who may be struggling personally or professionally. https://apparmor.apparmor.com/clients/nosm.ca/

The app includes helpful features such as COVID-19 updates, emergency information, support resources, a learner event calendar, and even a way to secure a taxi ride in many northern communities.

NOSM Well app is free and can be downloaded from the Google Play Store and the App Store. Download your copy of the NOSM Well app today!

# I have suffered an injury in a learning experience

At all times, you should protect yourself from harm at work through proper use of personal protective equipment and safety practices. However, workplace incidents may occur despite your best efforts and it is important to review and understand the safety protocols of the institution in which you are working. If any injury occurs, follow the steps below:

**Step 1**: If necessary, immediately obtain first aid and report to the nearest emergency department. Identify yourself as a NOSM UME student.

**Step 2:** At the first opportunity, report the injury to the **Occupational Health Department** at your clinic or hospital site. Each of the main teaching hospitals has its own injury protocol, which must be adhered to in addition to the NOSM protocol.

| CCC Site | Occupational Health | |
|---|---|---|
| | **Organization** | **Contact Information** |
| Bracebridge | Muskoka Algonquin Healthcare | 1-705-789-2311 Ext. 2772 or 3194 https://www.mahc.ca |
| Dryden | Dryden Regional Health Centre | 1-807-223-8201 Ext. 2268 |
| Fort Frances | Riverside Health Care Facilities | 1-807-274-3261 Ext. 4521 or 1-807-274-4826 |
| Hearst | Hopital Notre-Dame Hospital | 1-705-372-2934 |
| Huntsville | Muskoka Algonquin Healthcare | 1-705-789-2311 Ext. 2772 or 3194 https://www.mahc.ca |
| Kapuskasing | Sensenbrenner Hospital | 1-705 337-4013 |
| Kenora | Lake of the Woods District Hospital | 1-807-468-9861 Ext. 2348 |

| | | |
|---|---|---|
| Manitoulin Island | Manitoulin Health Center | 1-705-368-2300 Ext. 2509<br>http://www.mhc.on.ca/ |
| Midland | Georgian Bay General Hospital | 1-705-526-1300 Ext. 5455 |
| North Bay | North Bay Regional Health Center | 1-705-474-8600 Ext. 3033 or 3034 |
| Parry Sound | Site Liaison Clinician (SLC) Dr. David Clarke | 1-705-746-9382 |
| Sault Ste. Marie | Sault Area Hospital | 1-705-759-3434 Ext. 4317 |
| Sioux Lookout | Sioux Lookout MenoYaWin Health Centre | 1-807-737-3030 Ext. 6585 or 6586 |
| Sudbury | Health Sciences North | 1-866-469-0822 Ext. 5622<br>https://www.hsnsudbury.ca/portalen/ |
| Temsikaming Shores | Temiskaming Hospital | 1-705-647-8121 Ext. 2721 |
| Timmins | Timmins and District Hospital | 1-705-267-2131 Ext. 2225 and Ext. 2174 |
| Thunder Bay | Thunder Bay Regional Health Sciences Centre | 1-807-684-6000<br>https://tbrhsc.net/ |

**Step 3:** Complete the Incident Reporting and Processes form in conjunction with your clinical supervisor. Then email or fax the completed form to NOSM Human Resources at hr@nosm.ca or 705-671-3880, and inform the UME Student Records and Electives Officer - records@nosm.ca or 705-662-7287.

**Step 4**: If the injury is a needlestick or biological contamination injury, see your site-specific Occupational Health department for additional forms and testing.

**Step 5:** The UME Student Records and Electives Officer will follow-up with you to clarify the status of the injury and gather any missing information.

**Step 6**: A NOSM Human Resources representative will generate and submit the Form 7 (Employer Report of Injury to WSIB on your behalf).

**Step 7**: WSIB will follow-up with you directly by mail or telephone. For your information, the WSIB will issue you a Form 6 (Worker Report of Injury) and a Form 8 (Health Professional Report) to be completed by your treating healthcare professional.

**Step 8**: Claims Management: A NOSM Human Resources representative will monitor the injury and close the file upon your return to work in a full-time capacity. After the file is closed you are expected to report any recurrence of the injury to your supervisor and to Human Resources immediately.

# I have suffered a needlestick or contamination injury in the learning experience

**Prevention**: Preventing needlestick and contamination injuries includes employing universal precautions, consistent use of PPE, appropriate handling and disposal of sharps, and managing fatigue-related risks. In addition, all healthcare workers should be vaccinated against HBV. Despite these measures, injuries sometimes occur. Do not panic. Review the information below.

**Immediate measures**: Do not squeeze the wound. Allow it to bleed freely then wash the wound gently with soap and water. If a mucous membrane is involved, rinse with clean water for 10 minutes. If the injury is severe enough that medical attention is required, present to the nearest Emergency Department.

**Occupational Health**: Next, present promptly to the Occupational Health Department or after-hours service at your training site. Hospital-based Occupational Health Departments have considerable experience with these types of injuries and will walk you through the protocol including risk assessment, testing, source testing, referral for prophylaxis if necessary, and reporting.

| CCC Site | Occupational Health | |
|---|---|---|
| | **Organization** | **Contact Information** |
| Bracebridge | Muskoka Algonquin Healthcare | 1-705-789-2311 Ext. 2772 or 3194<br>https://www.mahc.ca |
| Dryden | Dryden Regional Health Centre | 1-807-223-8201 Ext. 2268 |
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| Kapuskasing | Sensenbrenner Hospital | 1-705 337-4013 |
| Kenora | Lake of the Woods District Hospital | 1-807-468-9861 Ext. 2348 |
| Manitoulin Island | Manitoulin Health Center | 1-705-368-2300 Ext. 2509<br>http://www.mhc.on.ca/ |
| Midland | Georgian Bay General Hospital | 1-705-526-1300 Ext. 5455 |
| North Bay | North Bay Regional Health Center | 1-705-474-8600 Ext. 3033 or 3034 |
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| Thunder Bay | Thunder Bay Regional Health Sciences Centre | 1-807-684-6000<br>https://tbrhsc.net/ |

**Risk Assessment**: Transfer of bloodborne pathogens to healthcare workers is extremely rare. For example, the average risk of acquiring HIV infection following a percutaneous exposure involving an HIV-infected person is approximately 0.3%. Injuries are lower risk if there is a small volume of fluid, a solid point sharp, a known source that is negative or low risk for BBPs, or a known source with a suppressed viral load. If you are serologically proven to be immune to HBV, there Is sufficiently low risk of transfer that, in most cases, further testing or treatment is not required for HBV.

**Source Testing**: Testing of the source patient can only occur if the source is known, and if consent is obtained. Occupational Health is responsible for notifying the patient's most responsible physician and arranging for consent. The panel for testing generally includes HBsAg, HCV serology, and HIV virology and serology.

**Your Testing**: HBV testing is not indicated if you have documented immunity to HBV or a history of HBV infection. Under most protocols, HBsAg and HBsAb are obtained if your vaccines are incomplete, you are a rare vaccine non-responder, or immunity has not been documented. Tests are repeated at 3 and 6 months.

HCV and HIV serology are usually obtained at the time of exposure, and again at 3 and 6 months, along with a hepatic panel. Seroconversion beyond 6 months is highly unlikely.

If at any point the source patient's results are returned negative, further testing can be discontinued unless there is sufficient reason to believe the patient was in the seroconversion window at the time of injury.

**Post-Exposure Prophylaxis**: Occupational Health will conduct a risk assessment to determine whether PEP for HBV or HIV is indicated, usually in the setting of a known positive or high-risk source. PEP should be obtained promptly in the Emergency Department.

HBV prophylaxis is a dose of HBIG after exposure and again in 1 month. The first dose is known to be effective 72 hours after exposure but should be obtained as soon as possible.

HIV prophylaxis involves several weeks of anti-retroviral medications, which should be initiated as soon as possible after exposure. Serial labs are required, and some individuals experience

adverse effects that interfere with job duties. If the source is proven to be HIV negative, the PEP can be discontinued.

There is no PEP for HCV.

Health surveillance is guided by Occupational Health and may involve your primary care provider.

**Reporting**: Any exposure or injury that results in a positive test, time away from work, or requires healthcare access (including a visit to the Emergency Department for treatment or PEP) requires a report to Occupational health and to NOSM Human Resources. The NOSM Reporting Protocol is outlined on the "I have suffered a workplace injury" page.

If you have questions about the process, contact NOSM Human Resources at hr@nosm.ca

## I feel threatened

- Human Rights, Anti-Discrimination and Harassment Policy and Procedure
- Workplace Violence Policy

**If this is an emergency, contact 911.**

- On campus in Sudbury, call Laurentian University Security at 705-675-1151 ext. 4444.
- On campus in Thunder Bay, call Lakehead University Security at ext. 8911.

## I am too tired to drive home safely

If you are too tired to drive yourself home safety after an on-call or extended shift, please do not get behind the wheel. Instead, get a ride from a friend or call a taxi to come pick you up. NOSM will reimburse you for the cost of a taxi trip from the hospital to your residence in the same city.

Download the NOSM Well app for a list of local taxi companies in the CCC communities.