

# Support Systems for Postgraduate Medical Trainees

2015





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# 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 during your training at McMaster University. It is important to have mechanisms to relieve stress. Finding a good mentor, pursuing hobbies & interests outside of medicine, maintaining relations with friends/family can help with dealing with stress. Remaining physically active during your training program may also help with stress relief. However, in some cases additional support may be necessary, and in these cases additional support is available. 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 program and/or department may have their own support structures in place. Please be sure to check with your program/department 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 training program. Fellows may seek help through their Clinical Supervisor or departmental representative.

At each of the three campuses there is a **Director of Resident Affairs** that can assist and direct you in finding the appropriate supports: **Dr. John Miller** (Hamilton Campus), **Dr. Margo Mountjoy** (Waterloo Campus) and **Dr. Kathy Swayze** (Niagara Regional Campus). *See page 2 for contact information.*

Some services listed in this book are available only to residents. Examples are those programs that are associated with a resident organization or those programs associated with the hospital (i.e. EAP). If in doubt of who to contact, fellows should contact the PGME office or one of the Resident Affairs Directors.

This booklet is available electronically on the Trainee Well-Being page on the McMaster PGME website at [fhs.mcmaster.ca/postgrad/trainee\\_well\\_being.html](https://fhs.mcmaster.ca/postgrad/trainee_well_being.html) and on the Well-Being page on Medportal at [postgrad.medportal.ca/wellness.aspx](https://postgrad.medportal.ca/wellness.aspx). These pages also list additional resources that are available to trainees through McMaster University, the community and various professional organizations.

# McMaster Resources

There is a wide network of confidential resources available to support and assist you throughout your training program at McMaster. For a full list please visit the Well Being page on [medportal.ca](http://medportal.ca)

## A. DIRECTORS OF RESIDENT AFFAIRS

There is a Director of Resident Affairs at each of the three campuses (Hamilton, Niagara and Waterloo). They are able to assist and direct you in finding the appropriate supports, should you require, to help you throughout your residency. Feel free to contact them directly, either by email or phone.



**Dr. John Miller**

Director of Resident Affairs,  
Hamilton Campus

McMaster University  
1200 Main Street West  
Health Sciences Centre  
Room 3H5  
Hamilton, ON L8N 3Z5

[jmiller@mcmaster.ca](mailto:jmiller@mcmaster.ca)  
905 525-9140 ext 22833

or contact

**Gina Furlong**

MD Student/PG Trainee  
Affairs Coordinator

[furlong@mcmaster.ca](mailto:furlong@mcmaster.ca)  
905 525-9140 ext 22979



**Dr. Margo Mountjoy**

Director of Resident Affairs,  
Waterloo Regional Campus

Waterloo Regional Campus  
10-B Victoria Street South  
Room 3019  
Kitchener, ON N2G 1C5

[mountjm@mcmaster.ca](mailto:mountjm@mcmaster.ca)  
226-971-2940 or 519-  
885-5426 ext 21122



**Dr. Kathy Swayze,**

Director of Resident Affairs,  
Niagara Regional Campus

Niagara regional Campus,  
Cairns Family Health &  
Bioscience Research  
Complex Brock University,  
500 Glenridge Avenue  
St. Catharines, ON, L2S 3A1

[swayze@mcmaster.ca](mailto:swayze@mcmaster.ca)

By phone contact  
Dr. Swayze's assistant,  
Barbara Kidd,  
905-378-5717 ext 6411

## **B. PROFESSIONALISM ADVISOR & HUMAN RIGHTS EQUITY SERVICES OFFICE**

If at any time during your training you feel that you are being harassed or intimidated, you can either contact the Professionalism Advisor or the Human Rights and Equity Office for confidential guidance and assistance.

### **Robin Edwards**

Professionalism Advisor

Faculty of Health Sciences, McMaster University  
Health Sciences Centre Room 2E09  
1200 Main Street West, Hamilton

[edwardro@mcmaster.ca](mailto:edwardro@mcmaster.ca)

905-525-9140 ext 22417

or

### **Human Rights and Equity Services Office**

McMaster University 1280 Main St W, Hamilton  
MUSC Room 212  
Office Hours: Monday – Friday, 9am-5pm

905-525-9140 ext 27581

[hres@mcmaster.ca](mailto:hres@mcmaster.ca)

For more information on dealing with harassment see page 16.

## **C. SOCIAL WORKER**

### **VALERIE SPIRONELLO, MSW, RSW**

Assistant Professor (Part-time) Department of Family Medicine

[Valerie@choosewellness.ca](mailto:Valerie@choosewellness.ca)

905-730-0754

Ms. Spironello specializes in life work balance and wellness and is available to all residents registered with McMaster University. Ms. Spironello is trained to recognize and address compassion fatigue in those within the caring profession. In her private practice, “Choose Wellness” she uses a mindfulness

approach to assist others in improving wellness in body, mind and spirit. For more information please refer to her website: [www.choosewellness.ca](http://www.choosewellness.ca)

Visits for residents are covered under the Resident Benefit plan as per the PARO agreement (the current agreement covers up to \$500 – this would be approximately 4 – 5 visits). Visits are confidential. To promote resident wellness, the PGME Office will pay for the initial visit.

## **D. FAMILY PHYSICIAN**

All trainees are encouraged to have a local family physician.

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

Residents at the Niagara and Waterloo Regional Campuses who are in need of a family physician can contact; Dr. Margo Moutjoy (Niagara Campus) or Dr. Kathy Swayze (Niagara Campus). See page 2 for contact information.

Alternatively, those with a PARO membership can contact the organization for assistance. PARO has compiled a list of family physicians willing to accept medical residents as patients despite the fact that their practice is already full. Contact [www.myparo.ca/During\\_Residency#Hey Doc, need a Doc?](http://www.myparo.ca/During_Residency#Hey Doc, need a Doc?)

## **E. MOHAWK SHARED SERVICES (POWERED BY LIFEWORKS) EAP**

Services are available to residents throughout Southern Ontario. A convenient geographical location will be determined at the point of intake.

Call: 905-521-8300 or 1-888-521-8300 (toll-free) or visit [www.mohawkssi.com](http://www.mohawkssi.com)

LifeWorks is a full-service, confidential, bilingual employee assistance program for residents and their families. The goal is to help members effectively manage their personal and professional priorities, choose healthy practices, maintain wellness and achieve balance in their work and personal lives. This EAP provides access to WorkLife and Wellness expertise on a wide range of issues including but not limited to:

# McMaster Resources CONTINUED

## **Life**

Health and well-being  
Mid-life and retirement  
Legal  
Everyday issues

## **Money**

Personal budget management  
Debt management  
Home buying or renting  
Retirement planning

## **LifeWorks provides:**

- Expert counselors available 24 hours a day, seven days a week via a toll-free number
- In-person counseling during the day, evening and on weekends
- Support and intervention services for critical incidents
- Programs for formal referrals

## **Family**

Parenting and child care  
Education  
Older Adults

## **Work**

Time management  
Workplace change  
Business travel  
Relocation

- Hundreds of online resources including life articles, booklets and CDs which can be downloaded or shipped at no cost to the trainee.
- Access to a wide range of sessions for members including Lunch & Learns; Mediation; Outplacement; Team Building and Innovative customized programs to suit your requirements
- Support for Managers

When members call the EAP, they will hear a recorded message saying that Ceridian LifeWorks adheres to all privacy laws, and that calls will be recorded for training and quality purposes. The consultants will explain confidentiality, privacy and limitations. Callers will need to provide their name, address, and the name of their employer. Remember all information identifying the caller, such as name, address, etc. will be kept confidential.



## F. STUDENT ACCESSIBILITY SERVICES (SAS)

[sas@mcmaster.ca](mailto:sas@mcmaster.ca), [sas.mcmaster.ca](http://sas.mcmaster.ca) or call 905-525-9140 ext 28652

SAS offers support services for residents and fellows with disabilities. These disabilities may include: Chronic Health, Psychological, Neurological, ADD/ADHD, Learning, Sensory and Mobility.

### **The program coordinator at SAS will assist with:**

- Guiding trainees' progress in relation to their disability
- Collaborating with trainees and faculty to determine appropriate accommodations
- Discussing disability-related issues confidentially

### **The SAS Learning Strategist is dedicated to the trainees' overall development and will provide one-on-one support with:**

- Writing Skills
- Study Strategies
- Time Management
- Organizational Skills
- Use of technology in learning support

### **The Assistive Technologist will provide trainees assistive technology support:**

- Access to up-to-date technologies, assessment, and training
- Accessing campus technologies
- Understanding web accessibility
- Appropriate SAS and bursary technology recommendations
- Prospective vendors for the purchase of appropriate technology

## G. GETTING 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'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. ([hres.mcmaster.ca/resources-1/positive-space-program](https://hres.mcmaster.ca/resources-1/positive-space-program))

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 [www.msumcmaster.ca/qsc.htm](http://www.msumcmaster.ca/qsc.htm).

Niagara Regional Campus residents can contact Brock Pride via [brockpride.ca](http://brockpride.ca). Weekly meetings are hosted where like-minded people can meet and discuss issues. The site also lists resources/community partners. Contact email: [info@brockpride.ca](mailto:info@brockpride.ca)

Waterloo Regional Campus residents can contact Glow Centre - For Sexual & Gender Diversity. It is run by students and is the oldest queer student organization in Canada. It offers a wide variety of discussion groups, social events, advocacy opportunities, awareness campaigns, resources and information. See [Feds.ca/glow/](http://Feds.ca/glow/) or call 519-888-4567 ext 38569.

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: [glbtmeds@yahoo.com](mailto:glbtmeds@yahoo.com)

### Aboriginal Groups

**Aboriginal Students Health Sciences Office** ([fhs.mcmaster.ca/ashes/](https://fhs.mcmaster.ca/ashes/)), email [ashes@mcmaster.ca](mailto:ashes@mcmaster.ca), HSC Room 2E5A, 905-525-9140 x22824.

Niagara Regional Campus trainees can contact Brock University Aboriginal Students Services [www.brocku.ca/aboriginal-student-services](http://www.brocku.ca/aboriginal-student-services), Sandra Wong, Aboriginal Student Services, Academic Support, Program Coordinator/Instructor. 905-688-5550 ext 5883 or [swong2@brocku.ca](mailto:swong2@brocku.ca).

Waterloo Regional Campus support can be found through Myeengun Henry, Manager of Aboriginal Services/Aboriginal Councilor/Band Councilor (Chippewas of the Thames), Conestoga College, Be-Dah-Bin Gamik, 299 Doon Valley Drive, Kitchener, 519-748-5220 ext 2251 or contact [mhenry@conestogac.on.ca](mailto:mhenry@conestogac.on.ca) or [myeegun@cottfn.com](mailto:myeegun@cottfn.com)

**Indigenous Physicians Association of Canada**, [www.ipac-amic.org](http://www.ipac-amic.org).

Email, [info@ipac-amic.org](mailto:info@ipac-amic.org). Phone: 204-219-0099.

**International Student Services** (contact 905-525-9140 ext 24747) 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](http://www.msu.mcmaster.ca/clubs))

# Resources Available Outside of McMaster

## A. PROFESSIONAL ASSOCIATION OF RESIDENTS OF ONTARIO (PARO)

The PARO 24 hour Confidential Helpline at 1-866-HELP-DOC (1-866-435-7362) is available to residents, their partners and family members. The Help line will not only provide immediate assistance in emergency or urgent situations but will also provide referrals. Help line volunteers have extensive training in acute crisis intervention, depression, anxiety and many other conditions. They have also been trained to the specific issues of residents such as hours of work, working conditions and frequent stressors. For more information on the helpline contact the PARO office at 416-979-1182 or 1-1877-979-1183 or email [paro@paroteam.ca](mailto:paro@paroteam.ca)

## B. ONTARIO MEDICAL ASSOCIATION (OMA) PHYSICIAN HEALTH PROGRAM

The Physician Health Program provides services to trainees and their family members. They will provide clients with prompt, confidential advice, preliminary assessment, intervention co-ordination, and referral for counselling and clinical services. They will assist with such issues as stress, burnout, marital and family issues, substance abuse or dependency, conduct or behavioral problems, sexual boundary issues, gambling and mental health. Visit [php.oma.org](http://php.oma.org) or call the confidential OMA Helpline at 1-800-851-6606 (Monday-Friday 0845-1700)

## C. CANADIAN MEDICAL PROTECTIVE ASSOCIATION (CMPA)

The CMPA provides information and resources with regard to Medico-Legal concerns. CMPA medical offices are available to discuss your issues. The website at [www.cmpa-acpm.ca/home](http://www.cmpa-acpm.ca/home) provides access to articles written by the CMPA and the sharing of member experiences. For more guidance on Medilegal issues see page 20.

## D. CAREER COUNSELLING

Along with program specific resources for career counselling, trainees can seek assistance from the following:

1. **Practice U** [www.healthforceontario.ca/en/M4/Practice\\_U](http://www.healthforceontario.ca/en/M4/Practice_U)

Practice U will connect trainees with practical, career-focused information sourced from experts throughout Ontario's healthcare sector.

2. **Practice Ontario** [www.healthforceontario.ca/en/M4/Practice\\_Ontario](http://www.healthforceontario.ca/en/M4/Practice_Ontario)

Practice Ontario is a free career-planning service for postgraduate medical trainees created by HealthForceOntario. Postgraduate trainees are provided access to a personal regional advisor who is a regional expert with a wide range of network connections in Ontario's healthcare sector. They can assist with

- exploring locum and permanent job opportunities available throughout Ontario
- resume preparation
- arranging visits to and interviews with potential employers

3. **HFOJobs** [www.hfojobs.ca](http://www.hfojobs.ca)

The HFO Jobs employment website provides physicians (both in training and in practice) information on healthcare employment available in Ontario.

4. **MD Management** [mdm.ca](http://mdm.ca)

MD Management provides information and resources on preparing for practice while also providing financial advice (ie. consolidating student loans, paying off debt vs investing, insurance). Visit [mdm.ca](http://mdm.ca) for more information.

5. **Ontario Medical Association - Practice Advisory Service**  
[www.oma.org/Benefits/Pages/default.aspx](http://www.oma.org/Benefits/Pages/default.aspx)

OMA Practice Advisory Service offers a broad range of resources, services and training programs that help trainees establish and maintain a successful medical practice.

# Workplace Safety & Communicable Diseases

## A. POSTGRADUATE HEALTH AND PERSONAL SAFETY POLICY

The Postgraduate Health and Personal Safety Policy is available in the policy section of Medportal, [medportal.ca](http://medportal.ca). The policy addresses the scope of personal safety, including levels of responsibility, reporting of safety issues and travel. The policy also details the process of action if a trainee experiences an injury.

## B. 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 provide you with a link on how to complete WHMIS training on-line.

## **C. POLICY REGARDING COMMUNICABLE DISEASES**

Also see the Council of Ontario Faculties of Medicine, Immunization Policy at [cou.on.ca](http://cou.on.ca) or [fhs.mcmaster.ca/postgrad/policies.html](http://fhs.mcmaster.ca/postgrad/policies.html)

### **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 trainee may contract a communicable disease during the course of their studies.

As each trainee 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 trainees 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 ([www.phac-aspc.gc.ca/publicat/ccdr-rmtc/99vol25/25s4/index.html](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 trainees 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; [www.ouac.on.ca/omsas/omsas-essential/](http://www.ouac.on.ca/omsas/omsas-essential/))
2. All trainees 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, [www.e-laws.gov.on.ca/html/regs/english/elaws\\_regs\\_900965\\_e.htm](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 trainee's state of health will be maintained. The trainee is central to the process. Trainees 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. Trainees will be offered counseling regarding career decisions and transferring.

1. Trainees 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 trainee'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 trainee will be offered advice and counseling that will assist him/her regarding clinical practice.

4. Trainees 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 trainee, 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. Trainees 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 trainee may submit additional documentation from his/her personal physician or other healthcare worker in support of their appeal. In the case where the trainee's appeal is rejected by the Assistant Dean and/or Expert Board, the trainee 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 trainee's confidentiality is respected and maintained, the trainee 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 PARO 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 trainees 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 trainees 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 as well as occupational health and safety.

## **VI Occupational Health**

All trainees 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 the current PARO contract for details

*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

# Further Information

## A. INTIMIDATION & HARRASSMENT

### A.1 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.

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.

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

#### **Robin Edwards**

Professionalism, Advisor,  
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

[edwardro@mcmaster.ca](mailto:edwardro@mcmaster.ca)

[mcmaster.ca](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.

905-525-9140, ext. 27581

[hres.mcmaster.ca](http://hres.mcmaster.ca)

Trainees can also contact the Director of Resident Affairs for assistance. See page 2 for contact information.

## Further Information CONTINUED

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 Director of Resident Affairs. Alternatively, contact 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.

## A.2 SEXUAL HARASSMENT

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

[hres@mcmaster.ca](mailto:hres@mcmaster.ca)

**Vilma Rossi**, Program Coordinator

[www.mcmaster.ca/hres](http://www.mcmaster.ca/hres)

McMaster University Student  
Centre, Room 212

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

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

## Regional Campus Support

Trainees at the regional campuses can contact the Director of Resident Affairs. See page 2 for contact information.

### **A.3 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.

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.

## **B. MEDICAL & LEGAL MATTERS - GUIDELINES**

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.

Canadian Medical Protective Association should be contacted immediately. Membership with CMPA is required.

Residents may wish to contact PARO as they are a members of the Professional Association of Residents. Each school has representatives who will be able to counsel and assist you.

Trainees can also contact a Director of Resident Affairs to assist and guide them with Medico-Legal issues. See page 2 for contact information

# Important Phone Numbers

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## POSTGRADUATE MEDICAL EDUCATION

### McMaster Campus

905-525-9140 ext 22118

### Niagara Regional Campus

905-378-5717

### Waterloo Regional Campus

519-885-5426

### Brampton

905-494-2120 ext 57339

### Grand Erie Six Nations

519-751-5544 ext 2615

### Halton

905-632-3737 ext 2134

### Rural Stream

#### Collingwood

1-877-445-ROMP ext 7667

#### Fergus

519-783-0024 ext 1

#### Mount Forest

519-783-0024 ext 1

#### Owen sound

1-877-445-ROMP ext 7667

#### Simcoe

519-751-5544 ext 2615

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## McMASTER UNIVERSITY

### Dr. John Miller

Director of Resident Affairs,  
Hamilton Campus

905 525-9140 ext 22833

### Dr. Margo Mountjoy,

Director of Resident Affairs  
Waterloo Regional Campus

519-885-5426 ext 21122

### Dr. Kathy Swayze,

Director of Resident Affairs  
Niagara Regional Campus

Contact Dr. Swayze's  
assistant, Barb Kidd,  
905-378-5717 ext 6411

### Robin Edwards

Professionalism, Advisor,  
Faculty of Health Sciences

905-525-9140 ext 22417

### Mohawk Shared Services (EAP)

905-521-8300 or 1-888-521-8300

### Human Rights & Equity Services Office

905-525-9140 ext 27581

### Student Walk Home Attendant Team (SWHAT)

905-525-9140 ext 27500

### Security

905-525-9140 ext 24281



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## **COMMUNITY SERVICES**

### **Police Services**

#### **Hamilton Police Services (HPS)**

905-546-4925

#### **Niagara Regional Police Services**

Non-Emergency 905-688-4111

#### **Waterloo Regional Police Services**

519-653-7700

### **Crisis/Suicide Lines**

#### **COAST – Crisis Outreach & Support System Team**

24 Hour Crisis Line 905-972-8338

#### **The Salvation Army Suicide Prevention Services**

Crisis Line: 1-855-294-HOPE

#### **Niagara Region 24 hour crisis lines**

St. Catharines, Niagara Falls  
And Area – 905-688-3711

Port Colborne, Wainfleet  
and Area – 905-734-1212

Fort Erie and Area - 905-382-0689

Grimsby, West Lincoln –  
905-563-6674

#### **Distress Centre of Waterloo Region**

519-744-1813 (crisis line)

### **Sexual Assault Hotline**

#### **Sexual Assault Hotline (Hamilton)**

905-525-4162

#### **Niagara Region Sexual Assault Crisis**

905-682-4584

#### **Sexual Assault Centre of Waterloo Region**

519-571-0121

### **Victim's Services**

#### **VICTIM'S SERVICES (Hamilton)**

905-546-4904

#### **Victim Services Niagara**

905-682-2626

#### **Victim Services Waterloo Region**

519-585-2363

### **Other**

#### **Poison Information Centre**

1-800-268-9017

#### **Drug & Alcohol Infoline**

1-800-463-6273

### **AIDS**

#### **Hamilton AIDS Network Infoline**

905-528-0854

#### **AIDS Niagara**

905-984-8684 or 1-800-773-9843

#### **AIDS Committee of Cambridge, Kitchener, Waterloo & Arena**

519-570-3687 Toll Free 1-877-770-3687

# Important Phone Numbers CONTINUED

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## **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

### **Homewood Health Centre**

519-824-1010

### **Professional Association of Residents of Ontario (PARO)**

416-979-1182 or 1-877-979-1183

### **PARO Hotline**

**1-866-435-7362 (HELP-DOC)**

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## **HOSPITALS**

A full list of Ontario Hospitals and their contact information can be found at [www.health.gov.on.ca/en/common/system/services/hosp/locations.aspx](http://www.health.gov.on.ca/en/common/system/services/hosp/locations.aspx)



