

MacPeds Resident Safety Policy

PREAMBLE

The Royal College of Physicians and Surgeons of Canada and the College of Family Physicians of Canada have collaborated in developing national standards for Residency programs. Standard 5.1.2 states:

5.1.2 Residency education occurs in a safe learning environment

5.1.2.1 Safety is actively promoted throughout the learning environment for all those involved in the residency program

5.1.2.2 There is an effective resident safety policy aligned with the central policy and modified, as appropriate, to reflect discipline-specific physical, psychological and professional resident safety concerns. The policy includes but is not limited to:

- Travel
- Patient encounters (including house calls)
- After-hours consultation
- Patient transfers (e.g. Medevac)
- Complaint management
- Fatigue risk management

5.1.2.3 The policy regarding resident safety addresses both situations and perceptions of lack of resident safety effectively, and provides multiple avenues of access for effective reporting and management.

5.1.2.4 Concerns with the safety of the learning environment are appropriately identified and remediated.

5.1.2.5 Residents are supported and encouraged to exercise discretion and judgement regarding their personal safety, including fatigue.

5.1.2.6 Residents and teachers are aware of the process to follow if they perceive safety issues.

The document, Postgraduate Medical Education Health and Safety Policy available at:

<https://pgme.mcmaster.ca/app/uploads/2019/02/Health-Personal-Safety-Policy-PGEC-2011.pdf>

provides procedures for reporting and responding to specific. The Pediatric residency program formally acknowledges, endorses and agrees to adhere to these guidelines.

The training committee recognizes residents have the right to a safe environment during their residency training. The responsibility for promoting a culture and environment of safety for residents rests with the Faculty of Medicine, district health authorities, clinical departments, residency training programs and residents themselves. The concept of resident safety includes physical, psychological, and professional security.

Key Responsibilities:

For Residents

- To provide information and communicate safety concerns to the program and to comply with safety policies.

For Residency Training Programs

- To act promptly to address identified safety concerns and incidents and to be proactive in providing a safe learning environment.

PHYSICAL SAFETY

These guidelines apply only during residents' activities that are related to the execution of residency duties:

- When residents are traveling for clinical or other academic assignments by private vehicle, it is expected that they maintain their vehicle adequately and travel with appropriate supplies and contact information. Provincial laws prohibit cell phone use and text messaging in the performance of residency duties while driving.
- For long distance travel for clinical or other academic assignments, residents should ensure that a colleague or the home residency office is aware of their itinerary.
- Residents should not be on call the day before long distance travel for clinical or other academic assignments by car. When long distance travel is required in order to begin a new rotation, the resident should request that they not be on call on the last day of the preceding rotation. If this cannot be arranged, then there should be a designated travel day on the first day of the new rotation before the start of any clinical activities.
- Residents are not to be expected to travel long distances during inclement weather for clinical or other academic assignments. If such weather prevents travel, the resident is expected to contact the program office promptly. Assignment of an alternate activity is at the discretion of the Program Director.
- Residents should not work alone after hours in health care or academic facilities without adequate support from Security Services.
- Residents are not expected to work alone at after-hours clinics.
- Residents are not expected to make unaccompanied home visits.
- Residents should only telephone patients using caller blocking.
- Residents are not expected to walk alone for any major or unsafe distances at night. This includes walking on the hospital premises and parking lots. The residents are expected to request security escort if such circumstances occur. Residents should not drive home after call if they have not had adequate rest.
- Residents should not assess violent or psychotic patients without the backup of security and an awareness of accessible exits. When interacting with patients with potential for violence, residents should ascertain that there is backup from security staff and that the patients are seen in an area, which allows for safe and easy exit
- The physical space requirements for management of violent patients must be provided where appropriate.
- Site orientations should include a review of local safety procedures.
- Residents should familiarize themselves with the location and services offered by the Occupational Health Office. This includes familiarity with policies and procedures for infection control and protocols following exposure to contaminated fluids, needle stick injuries, and reportable infectious diseases.
- Residents must observe universal precautions and isolation procedures when indicated.
- Residents should keep their immunizations up to date. Overseas travel immunizations and advice should be sought well in advance when traveling abroad for electives or meetings.

- Call rooms and lounges provided for residents must be clean smoke free, located in safe locations, and have adequate lighting, a phone, fire alarms, and smoke detectors. Any appliances supplied are to be in good working order. There must be adequate locks on doors.
- Pregnant residents should be aware of specific risks to themselves and their fetus in the training environment and request accommodations where indicated. Residents should consult the Occupational Health Office for information.

PSYCHOLOGICAL SAFETY

- Learning environments must be free from intimidation, harassment, and discrimination.
- When a resident's performance is affected or threatened by poor health or psychological conditions, (physical or mental) the resident should be granted a leave of absence and receive appropriate support. Such residents should not return to work until an appropriate assessor has declared them ready.
- The program has an Ombudsman for consultation if residents are in difficulty. In addition, the program has supported the development of The Resident Support Network, consisting of residents, faculty and administrators who make themselves available to informally help residents who are experiencing hardship.
- Residents should be aware of and have easy access to the available sources of immediate and long-term help for psychological problems, substance abuse problems, harassment, and inequity issues. MacPeds Wellness resources can be found at <https://macpeds.com/documents/Wellness%20Resources%202019-2020.pdf>

PROFESSIONAL SAFETY

- Some physicians may experience conflicts between their ethical or religious beliefs and the training requirements and professional obligations of physicians. Resources should be made available to residents to deal with such conflicts. Examples include the College of Physicians and Surgeons of Ontario.
- Programs are bound by PARO contract allowances for religious holidays.
- Residents should have adequate support from the program following an adverse event or critical incident.
- Programs should promote a culture of safety in which residents are able to report and discuss adverse events, critical incidents, 'near misses', and patient safety concerns without fear of punishment.
- Residency program committee members must not divulge information regarding residents. It is the responsibility of the residency Program Directors to make the decision and to disclose information regarding residents (e.g. personal information and evaluations) outside of the residency program committee and to do so only when there is reasonable cause. The resident file is confidential.
- Resident feedback and complaints must be handled in a manner that ensures resident anonymity, unless the resident explicitly consents otherwise.
- Residents must be members of the CMPA and follow CMPA recommendations in the case of real, threatened, or anticipated legal action.

Safety and Wellness Resources

McMaster General Pediatrics 2019-2020

1) PGME Wellness Resources

- I. **Resident Affairs:** Provides confidential support for all residents and fellows. May help manage issues with/within their program, hospital, personal-life. Will be able to support and assist in finding appropriate supports. Not affiliated with MacPeds Program.

a. **Hamilton**

Dr. John Miller

Phone number: 905-525-9140 ext. 22833

Email: jmiller@mcmaster.ca

Office: HSC 3N44

Resident Affairs Coordinator: Dana Lennox

Phone number: 905-525-9140 ext. 22979

Email: lennod1@mcmaster.ca

b. **Waterloo**

Dr. Kathleen Nolan

Phone number: 226-971-2940 or 519-885-5426 ext. 21122

Email: nolank2@mcmaster.ca

Office: WRC Rm 3019

Resident Affairs Assistant: Penny Schmiedendorf

Phone number: 519-885-5426 ext. 21104

Email: schmiep@mcmaster.ca

II. **Mental Health and Wellness Supports**

a. **Hamilton**

Lisa Giles, Wellness Counsellor – Registered psychotherapist who provides free counselling services. Confidential and not affiliated with MacPeds Program.

Phone number: 1-905-525-9140 ext. 20203

Email: lisa.giles@medportal.ca

Office: HSC 3N44

b. **Waterloo**

Dr. Tom Rutton, Psychologist – will provide free counselling services to trainees based in Waterloo

Phone number: 1-519-888-4667 ext. 33121

Email: truttan@uwaterloo.ca

III. **Ombudsperson** – Dr. Anne Niec, Pediatrics

Phone Number: 905-521-2100 ext. 73166

Email: niece@mcmaster.ca

Office: 3N10 (located in the CAAP offices)

What is an ombudsperson:

<https://macpeds.com/documents/WhyhaveanOmbudsman.pdf>

- IV. **Employee Assistance Program – Counselling:** Through Mohawk Employee Assistance Program. Can be accessed by residents and families. Fully covered, and available 24/7 via toll-free number with in-person counselling services available during daytime hours, weekends and evenings. Connections to other wellness services.

Phone Number: 905-521-8300 or 1-888-521-8300 (toll-free)

Website: www.mohawkssi.com

- V. **Chaplaincy Services** (McMaster University)

Website: <http://www.mcmaster.ca/chaplain>

Phone Number: 905-525-9140

Email: chaplain@mcmaster.ca

- VI. **Find a Family Physician**

- a. PGME Office has a confidential list of family physicians who are willing to accept medical residents as patients. Contact Brenda Montesanto

Phone Number: 905-525-9140 ext. 22947

Email: bmontes@mcmaster.ca

- b. PARO Find a Family Doc

i. Email: paro@paroteam.ca

2) Other Wellness Supports

I. **PARO 24-Hour Crisis Line**

- a. Available to residents, medical students and their families, 24/7, 365 days of the year. Anonymous and confidential (calls cannot be traced) helpline. Trained in acute crisis intervention, depression and anxiety. As well, specific training relating to residents on topics such as hours of work, working conditions and common stressors. Can also provide guidance to other available resources

- b. Phone Number: **1-866-435-7362 (1-866-HELP-DOC)**

II. **OMA Health Line**

- a. Provided through the OMA Physician Health Program.

- b. Not a crisis intervention program. Confidential (can remain anonymous) toll-free helpline. Connect with a clinical coordinator who provides confidential advice, prelim assessment, intervention coordination and referral to counselling/clinical services. Can be access by residents and their families. Available during business hours (8:45-5:00).

- c. Phone number: **1-800-851-6606**

III. **Local Crisis Services**

- a. Hamilton:

- i. Crisis Outreach & Support Team (COAST): Provides immediate outreach and support to residents >16 years experiencing a mental health crisis. 24 hours a day, 7 days a week
Phone Number: 1-877-825-9011

- ii. Hamilton's Sexual Assault Centre: 24-hour confidential sexual assault support line

Phone Number: **905-525-4162**

b. Waterloo:

- i. Distress Line Waterloo – Supportive listening. Toll-free, 24/7 Phone Number: 519-745-1166
- ii. The Community Links Line – Connection with community resources Phone Number: 519-744-5594

c. Niagara Region:

- i. Distress Centre Niagara – Supportive listening. Toll-free 24/7 Phone Number: 905-688-3711
- ii. COAST Niagara Phone Number: 1-866-550-5205

IV. Ontario Mental Health Helpline

24/7 Addiction and mental health treatment services information Phone Number: 1-866-531-2600

Email and webchat links available online at:

www.connexontario.ca/contact-us

V. Wellness Websites/Apps

a. Bounce Back Ontario

- i. Telephone coaching on managing depression & anxiety. Can self-refer, but requires a primary care physician to participate www.bouncebackontario.ca/bounceback-for-clients/ Phone Number: 1-866-345-0224
- ii. Online videos on managing mood, sleep, healthy living, etc. Requires email address and access code (bbtodayon) Website: www.bouncebackontario.ca/bounceback-for-clients/

b. Big White Wall Canada

Online mental health service. Anonymous peer support groups which are monitored by clinically trained workers 24/7. Also offers guided support courses, self-assessment forms and creative expression.

www.bigwhitewall.ca

3) McMaster Policies: Professionalism, Equity & Inclusion

I. Professionalism

Robin Edwards, Professionalism Advisor – Provides confidential assistance with issues of professionalism, harassment and intimidation

Email: edwardro@mcmaster.ca

Phone Number: 905-525-9140 ext 22417

McMaster University Policy on Discrimination and Harassment:

https://www.mcmaster.ca/policy/General/HR/Discrimination_and_Harassment.pdf

II. McMaster Equity & Inclusion Office

Any concerns regarding harassment or intimidation, contact the office for confidential guidance and assistance

Email: equity@mcmaster.ca

Phone Number: 905-525-9140 ext. 27581

www.equity.mcmaster.ca

III. **Sexual Violence Response Coordinator**

Meaghan Ross – Offers support and information to survivors of sexual, intimate partner or family violence

Email: rossm4@mcmaster.ca

Phone Number: 905-525-9140 ext. 20909

McMaster University Sexual Violence Protocol:

https://www.mcmaster.ca/policy/General/HR/Sexual_Violence_Policy.pdf

4) Helpful PARO Links

- I. PARO Contract
 - a. Contract Information: www.myparo.ca/your-contract/
 - b. Contract FAQs: www.myparo.ca/top-contract-questions/
- II. Call Rules/Stipends
 - a. Call Stipends: www.myparo.ca/during-residency/#call-stipends
 - b. Maximum Duty Hours: www.myparo.ca/your-contract/#maximum-duty-hours
- III. Academic Appeals
 - a. Dealing with Academic Appeals: www.myparo.ca/during-residency/#dealing-with-academic-appeals
- IV. Pregnancy & Parental Leave Policies
 - a. Policy: www.myparo.ca/pregnancy-parental-leave/
 - b. McMaster PGME policy: <https://pgme.mcmaster.ca/app/uploads/2019/11/Leaves-from-Program-Policy-ONLY.pdf>
 - c. McMaster PGME leave form: <https://pgme.mcmaster.ca/app/uploads/2019/12/Leaves-Form-ONLY-1.pdf>
- V. Transferring Programs
 - a. Program Transfer Guide: www.myparo.ca/program-transfer-guide/
 - b. PGME Transfer policy: <https://pgme.mcmaster.ca/app/uploads/2019/02/Transfer-Policy-Final-Approved-Sept-2019.pdf>
 - c. PGME transfer application form: <https://pgme.mcmaster.ca/forms/resident-transfer-request-form>

