

I. 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
 - i. Phone number: 905-525-9140 ext 22833
 - ii. Email: jmiller@mcmaster.ca
 - iii. Office: HSC 3N44
 - iv. Resident Affairs Coordinator: Dana Lennox
 1. Phone number: 905-525-9140 ext 22979
 2. Email: lennod1@mcmaster.ca
 - b. **Waterloo** – Dr. Kathleen Nolan
 - i. Phone number: 226-971-2940 or 519-885-5426 ext 21122
 - ii. Email: nolank2@mcmaster.ca
 - iii. Office: WRC Rm 3019
 - iv. Resident Affairs Assistant: Penny Schmiedendorf
 1. Phone number: 519-885-5426 ext 21104
 2. 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.
 - i. Phone number: 1-905-525-9140 ext. 20203
 - ii. Email: lisa.giles@medportal.ca
 - iii. Office: HSC 3N44
 - b. **Waterloo** – Dr. Tom Rutton, Psychologist – will provide free counselling services to trainees based in Waterloo
 - i. Phone number: 1-519-888-4667 ext 33121
 - ii. Email: truttan@uwaterloo.ca
- III. **Ombudsperson** – Dr. Anne Niec, Pediatrics
 - a. What is an ombudsperson:
<https://macpeds.com/documents/WhyhaveanOmbudsman.pdf>
 - b. Email: niece@mcmaster.ca
 - c. Phone Number: 905-521-2100 ext 73166
 - d. Office: 3N10 (located in the CAAP offices)

- 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.
 - a. Phone Number: 905-521-8300 or 1-888-521-8300 (toll-free)
 - b. Website: www.mohawkssi.com
- V. **Chaplaincy Services** (McMaster University)
 - a. Website: <http://www.mcmaster.ca/chaplain>
 - b. Phone Number: 905-525-9140
 - c. 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
 - i. Phone Number: 905-525-9140 ext. 22947
 - ii. 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
 - 1. Phone Number: 1-877-825-9011
 - ii. Hamilton’s Sexual Assault Centre: 24-hour confidential sexual assault support line

1. Phone Number: 905-525-4162
 - b. Waterloo:
 - i. Distress Line Waterloo – Supportive listening. Toll-free, 24/7
 1. Phone Number: 519-745-1166
 - ii. The Community Links Line – Connection with community resources
 1. Phone Number: 519-744-5594
 - c. Niagara Region:
 - i. Distress Centre Niagara – Supportive listening. Toll-free 24/7
 1. Phone Number: 905-688-3711
 - ii. COAST Niagara
 1. Phone Number: 1-866-550-5205
- IV. **Ontario Mental Health Helpline**
- a. Addiction and mental health treatment services information, 24/7
 - b. Phone Number: 1-866-531-2600
 - c. 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
 1. Website: www.bouncebackontario.ca/bounceback-for-clients/
 2. Phone Number: 1-866-345-0224
 - ii. Online videos on managing mood, sleep, healthy living, etc. Requires email address and access code (bbtodayon)
 1. Website: www.bouncebackontario.ca/bounceback-for-clients/
 - b. **Big White Wall Canada**
 - i. 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.
 - ii. Website: www.bigwhitewall.ca

3) McMaster Policies: Professionalism, Equity & Inclusion

- I. **Professionalism**
 - a) Robin Edwards, Professionalism Advisor – Provides confidential assistance with issues of professionalism, harassment and intimidation
 - b) Email: edwardro@mcmaster.ca
 - c) Phone Number: 905-525-9140 ext 22417
 - d) McMaster University Policy on Discrimination and Harassment: https://www.mcmaster.ca/policy/General/HR/Discrimination_and_Harassment.pdf
- II. **McMaster Equity & Inclusion Office**
 - a) Any concerns regarding harassment or intimidation, contact the office for confidential guidance and assistance
 - b) Email: equity@mcmaster.ca

- c) Phone Number: 905-525-9140 ext. 27581
 - d) Equity and Inclusion Offices: www.equity.mcmaster.ca
- III. **Sexual Violence Response Coordinator**
- a) Meaghan Ross – Offers support and information to survivors of sexual, intimate partner or family violence
 - b) Email: rossm4@mcmaster.ca
 - c) Phone Number: 905-525-9140 ext. 20909
 - d) 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/
- V. Transferring Programs
 - a. Program Transfer Guide: www.myparo.ca/program-transfer-guide/

5) MacPeds Helpful Links

- I. Guide to Vacation/Off-Call
 - a. <https://www.macpeds.com/documents/PracticalGuidetoOnCallOffcall1.pdf>
- II. Time off Policy
 - a. <https://www.macpeds.com/documents/Resident%20time%20off%20policy%202019%20Mac%20Peds.pdf>
- III. MacPeds Resident Safety Policy
 - a. <https://www.macpeds.com/documents/27MacPedsSafetyPolicy-2014.pdf>
- IV. Finding Childcare Services
 - a. <https://www.hamilton.ca/social-services/early-years-and-child-care-services/finding-child-care>
- V.

