THE WELL OFFICE
&
THE LEARNING ENVIRONMENT

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Co-Directors WELL Office, Faculty of Medicine

October 2018
The Faculty of Medicine WELL Office
Meredith Annex 3708 Peel Street
Back of house entrance
The WELL Office provides services to more than 4000 learners in the Faculty of Medicine.

THE WELL OFFICE
Working Together for a Healthy Learning Environment

WE SUPPORT LEARNERS FROM
- Medicine: Undergraduate and Postgraduate Medical Education
- Dentistry
- Ingram School of Nursing
- School of Communication Sciences and Disorders
- School of Physical and Occupational Therapy

mcgill.ca/thewelloffice
VISION

The WELL Office is dedicated to supporting learners throughout their training by creating, promoting and sustaining a culture of wellness and resilience within the learning environment.

Our office provides a safe and confidential venue to seek out resources that protect and enhance the learner’s health and wellbeing with the objective of working together to promote a healthy learning environment.
Mission of the WELL Office

• Learner-centered approach

• **Confidential** – arms length from Faculty, Schools and Programs

• Promotes a holistic approach to wellness

• Ensure clarity of available resources: Faculty, University, Community

• Focused on building & sustaining a broader culture of **healthy learning, realism, coping, and resilience** in preparation of future health care professionals

• Identify on an ongoing basis new and emerging needs of learners & assist faculty, staff and clinicians in supporting learners
Assistant Deans

- Provides guidance and advocacy for learners who are undergoing difficulty in the academic environment or have encountered mistreatment within the learning environments.

- Works with respective areas to encourage and promote a healthy learning environment.

- Ensures successful communication of the Faculty of Medicine Code of Conduct to the student body.

- Links with lower campus student services and student leadership groups, and act as a student advocate as appropriate.

- Co-Directors of the WELL Office – Inter-professional Leadership Team
<table>
<thead>
<tr>
<th>Wellness Support &amp; Career Advising</th>
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<tbody>
<tr>
<td>Pascale Gendreau, M.A. c.o, (Counsellor) UGME/Dentistry Wellness Consultant <a href="mailto:pascale.gendreau@mcgill.ca">pascale.gendreau@mcgill.ca</a></td>
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<td>Elizabeth Lefebvre UGME Career Advisor <a href="mailto:thewellcareeradvisor@mcgill.ca">thewellcareeradvisor@mcgill.ca</a></td>
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</table>
Wellness Support & Career Advising

• Provide **one-on-one individual counselling** to learners in a safe, confidential space.

• Develop, coordinate and deliver embedded **curriculum** teaching sessions & workshops on topics relevant to learner needs: stress management, resilience, study skills, conflict management, mindfulness, perfectionism, grief and loss.

• Work closely with student representatives, faculty and other university services in order to build comprehensive training models that promote inter-professional, collaborative learning.

• **Guide and refer** when necessary for learning environment issues.

• Provides a collaborative approach to counselling through **empathy** and compassionate support that rests on the cultivation of **internal resilience**, **radical acceptance** and **empowerment**.
WELL Office resources sought by learners:

- Academic guidance/support
- One-on-one counselling
- Career advising
- Learning environment concerns
- Review of appeals process
- Review of Code of Conduct
- Inquiries about accolade and mistreatment reporting
- Workshops/Discussion Groups
- Participate in committees, focus groups, or share ideas
- Seek educational resources
- Seek faculty, university or community resources
Resources

• Comprehensive package including faculty, university, and community resources was included in academic material, on the websites, learner handbooks and newsletters

• Included in orientation sessions for new learners

• Information included on the WELL Office website

• Included in promotional items (pens, bookmarks etc.)
Resources: Work closely - Collaborate

- Academic Affairs
- Office of Students with Disability
- Financial Resources
- Health Services
- Tutoring Services
- CAPs

- Teaching & Learning Services (TLS) /Skills Building
- Community Walk-in Clinics
- McGill Dean of Students Office
- Other Educational Units
- Clinical areas
- others
SUPPORTING YOU
- Academic Support/Guidance
- One-on-one Counselling
- Support/Discussion Groups
- Learning Environment Support
- Liaison with University
- Wellness Library
- Wellness Events and Presentations
- Workshops
- Career Advising

thewellocoffice@mcgill.ca
514-398-5836
Meredith Annex 3708 Peel Street • Montreal • Quebec • H3A 1W9

AFTER-HOUR EMERGENCIES
- Tracem – Crisis intervention – 24-Hour Service… 514-488-3338
- Suicide Action Montreal (1-866-APPELLE)… 1-866-277-3553
- 24-Hour Service… 514-723-4000
- Drug and Alcohol Help Line – 24-Hour Service… 514-327-2526
- McGill Nightline… 514-398-6246
- Walksafe… 514-398-2498

McGILL STUDENT SERVICES
- Campus Life & Engagement
  mcgill.ca/campuslife
- Counselling Services
  mcgill.ca/counselling
- Career Planning Service
  mcgill.ca/careers/career-planning
- First Peoples’ House
  mcgill.ca/campus-life/first-peoples-house
- International Student Services
  mcgill.ca/international	
- Office for Students with Disabilities
  mcgill.ca/osd
- Tutorial Services
  mcgill.ca/tutoring
- Scholarships and Student Aid
  mcgill.ca/student-aid
- Student Health Services
  mcgill.ca/studenthealth
- Office of Religious and Spiritual Life
  mcgill.ca/student-life/religious-spiritual
- Psychiatric Services
  mcgill.ca/student-life/psychiatric-services

McGILL UNIVERSITY RESOURCES
- Healthy McGill
  mcgill.ca/healthy
- Office of the Ombudsperson
  mcgill.ca/ombudsperson
- Midnight Kitchen
  midnightkitchencollective.wordpress.com
- Office for Sexual Violence Response, Support and Education
  mcgill.ca/student-life/sexual-assault

McGILL Faculty of Medicine

THE WELL OFFICE
Wellness Enhanced Lifelong Learning

SOUTIEN ET RÉSSOURCES-CONSEILS AUX ÉTUDES EN SANTÉ

SUPPORTINGS
- Soutien pédagogique
- Soutien au bien-être
- Soutien dans les milieux d'apprentissage
- Groupes de soutien et discussions
- Ateliers

lebureausources@mcgill.ca
514-398-5836
Annie McFarland 3708, rue Peel • Montréal • Québec • H3A 1W9

CONTACTS EN CAS D'URGENCE APRÈS LES HEURES D'OUVERTURE
- Tracem – Intervention en situation de crise – 24/7… 514-488-3338
- Suicide Action Montréal (1-866-APPELLE)… 1-866-277-3553
- 24/7… 514-723-4000
- Drug and Alcohol Service – 24/7… 514-327-2526
- McGill Nightline… 514-398-6246
- Walksafe… 514-398-2498

SERVICES AUX ÉTUDIANTS
- Vie étudiante et activités sur le campus… 514-398-6313
- Counselling… 514-398-3604
- Service de planification de carrière (CaPS)… 514-398-3306
- Service de planification de carrière (CaPS)
  mcgill.ca/caps/contact
- Maison des peuples autochtones… 514-398-3317
- mcgill.ca/multiculturalism
- Services aux étudiants étrangers
  mcgill.ca/international
- Bureau de soutien aux étudiants
  mcgill.ca/international
- Bureau de soutien aux étudiants
  en situation de handicap (OSI)… 514-398-6009
- mcgill.ca/osd
- Service de tutorat… tutoring.service@mcgill.ca
- mcgill.ca/tutoring
- Bourses et aide financière… 514-398-6013
- mcgill.ca/student-aid
- Services de santé… 514-398-6017
- mcgill.ca/studenthealth
- Vie religieuse et spirituelle… 514-398-3313
- mcgill.ca/student-life/religious-spiritual
- Services psychiatriques… 514-398-6019
- mcgill.ca/psychiatry-services

RESSOURCES UNIVERISTAIRES MCGILL
- Healthy McGill… health.promotion@mcgill.ca
- mcgill.ca/healthy
- Protecteur des étudiants… 514-398-7059
- mcgill.ca/ombudsperson
- Midnight Kitchen
  midnightkitchencollective.wordpress.com
- Office for Sexual Violence Response, Support and Education
  mcgill.ca/student-life/sexual-assault

McGILL Faculty of Medicine
Hello and welcome to The WELL Office, the Faculty of Medicine's Learner Affairs Office

This office is dedicated to supporting learners from McGill University’s; Undergraduate and Postgraduate Medical Education Programs, Ingram School of Nursing, School of Physical and Occupational Therapy, and School of Communication Sciences and Disorders throughout their training by creating, promoting and sustaining a culture of wellness and resilience within the learning environment. Our office provides a safe and confidential venue to seek out resources that protect and enhance the learner’s health and well-being.
Wellness Office Website

Sections designed for learners from the different Programs & Schools within the Faculty of Medicine

UGME/DENTISTRY
Services for medical and dental students

PGME
Services for residents and fellows

SCHOOLS
Services for students in SPOT, SCSD, ISoN
Code of Conduct

- Learners and new faculty are expected to read it and upload a signed paper to acknowledge having read the McGill Faculty of Medicine Code of Conduct.

- The link was also made available on the WELL Office website with a link to the respective contact person for each Program or School.

- Included within courses that discuss professionalism and prior to clinical experiences.

- 2018 Task force to revise 2010 version to include representation all components that constitute the Faculty of Medicine. Learner representation from all units.
## Categories of Mistreatment:

<table>
<thead>
<tr>
<th>General Mistreatment</th>
<th>Sexual Mistreatment</th>
<th>Racial/Ethnic Mistreatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Humiliation or belittlement</td>
<td>• Request for sexual favors in exchange for grades</td>
<td>• Denied opportunities based on race/ethnicity</td>
</tr>
<tr>
<td>• Threats of physical harm or actual physical harm</td>
<td>• Unwanted sexual advances</td>
<td>• Offensive remarks/names</td>
</tr>
<tr>
<td>• Demands to perform personal services (e.g., shopping)</td>
<td></td>
<td>• Lower grades/evaluations based on race</td>
</tr>
<tr>
<td>Gender Mistreatment</td>
<td>Sexual Orientation Mistreatment</td>
<td></td>
</tr>
<tr>
<td>• Denied opportunities based on gender</td>
<td>• Denied opportunities based on sexual orientation</td>
<td>WELL OFFICE REVISION</td>
</tr>
<tr>
<td>• Offensive remarks/names</td>
<td>• Offensive remarks/names</td>
<td>November 2018 (online)</td>
</tr>
<tr>
<td>• Lower grades/evaluations based on gender</td>
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<td></td>
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</table>
Learner Distress Due to Mistreatment

Definition of Mistreatment

Note: Students always have a choice of using the University Ombudsman (ombudsperson@mcgill.ca)

Anonymous report (online report of incident involving anyone in the academic or clinical environment. Schools, SPOT, ISoN, SCSD Red Apple on The WELL Office website or Direct report (not anonymous) to the WELL Office (email, phone, in-person)

The WELL Office
(All information confidential, unless student gives explicit permission)

Triage
All reports are documented in database and triaged based on severity and to determine if they meet the criteria of mistreatment
Examples of significant, major, critical incidents

Significant Incident
• Inappropriate comments about sexual, gender, racial or ethnic groups NOT directed to students or patients
• Belittling / humiliating comments, especially when in public
• General Rudeness

Documented in mistreatment database and monitored
Reports have a 6 month waiting period to guarantee student anonymity/no evaluative consequence

Major Incident
• Inappropriate sexual, gender, racial or ethnic comments directed towards students or patients
• Personal services (e.g. dry cleaning, food delivery, booking personal appointments babysitting)

Escalated to relevant authority
• Program Director
• Associate Dean
• Director of Professional Services or Director of Specific Health Professions

Critical Incident
• Potentially criminal act such as sexual assault, physical assault
• Patient safety concerns

Government Authority (Such as the police)

Escalated to relevant authority
• Associate Dean, Program/ Schools
• Vice-Dean, Academic Affairs
• Vice-Dean, Health Affairs

http://www.mcgill.ca/thewelloffice

TRIAGE
3 or more instances
Recurent
Being Proactive in Academic & Clinical Environments

• **Orientation sessions:** overview of the WELL Office, resources, code of conduct, mistreatment, healthy learning to increase awareness for new learners.

• **Study Skills & Time Management:**
  Time management and study skills as a Healthcare Trainee: Tips to cope with pressure & improve work efficacy.

• **Managing Conflict-Positive Solutions to Negative Interactions:**
  Tools to manage conflicts, communicate needs, solve problems, and develop healthy relationships.

• **Stress Management:**
  Managing stress and building resilience: keys to staying healthy in your learning environments even during difficult times.

• **Building Resilience:**
  Resiliency as a health care professional practicing self-compassion and care. Empowering you in your work- how do you do it?

• **Mindfulness:** Research, tools, and practice of mindfulness: Preparing learners for transitioning to becoming a healthcare professional.
Why These Topics?

- Based on feedback received from learners, faculty, leadership, and staff following numerous focus groups, learning environment surveys, and committee meetings

- Encompasses themes within the strategic learning environment plan for Faculty of Medicine

- Incorporate needs of many learners seen at the WELL Office for assorted resources, guidance, and support

- Important to be proactive and not just reactive

- Incorporate the different dimensions of wellness: intellectual, spiritual, social, emotional, occupational & physical well-being

- Health Care in 2018 is challenging we want to promote a functional, critically thinking, resilient generation
Inclusion of learners in Committees

• Representatives from all Programs & Schools on the Wellness Advisory Learning Environment Committee (WaLE)

• Wellness Consultants meet with respective student societies e.g. for UGME MSS, MSW

• MDCM Program Committee (UGME leadership and students)

• Inter-professional leadership organizing committee for Faculty of Medicine in support of Terry Fox Spring 2019

• Learner representatives on Code of Conduct Task Force

• Plans to develop an inter-Schools learner advisory committee 2018. Information in your welcome email from the WELL Office.
Inter-Professional Opportunities

Within the Faculty of Medicine
Example: Terry Fox Run an inter-professional student lead initiative 2017, 2018 planning for 2019

Marathon of Hope
Working together for healthy learning in the clinical & academic environments

Guide and encourage learners to reach their academic, personal and professional goals on their journey to becoming effective, well functioning, critical thinking resilient clinicians, teachers, and researchers in today’s healthcare system.
Special thanks to the WELL Office Administrative Team

Questions & Comments Welcome

Thanks for your time