

# CAMH Resident Manual 2017-2018

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Dear Resident,

Welcome to CAMH! We are very pleased that you have chosen CAMH as a step along your journey to becoming a physician.

Every hospital is unique; each with their own policies and procedures, so effective orientation with a summary of key resources contributes to an excellent learning experience. We have assembled this manual to assist you during your rotation.

CAMH Education is dedicated to transforming CAMH into a global educational leader and a model mental health and addictions learning organization. We are building an organization where everyone is a teacher and a learner — where we provide everyone with the opportunity to be the best teachers they can be, and to ensure the highest-quality experience for learners. Our goal is for learners at CAMH to embody the values of CAMH- namely courage, respect and excellence to become advocates for better mental health in society.

Our residency program has a long history of training excellence. We provide a rich and supportive learning environment led by a team with a passion for educating and mentoring residents. Many of our staff psychiatrists are former CAMH Residents who have chosen to continue the tradition of high quality resident teaching at CAMH. Moreover, we always want to improve the learner experience. If you have questions that arise during your rotation that may not be covered in this handbook, do not hesitate to contact us. We are here to help.

We wish you all the best during your residency experience at CAMH and look forward to meeting you!



Sherryl Dizon, BHA  
Post-Graduate Medical  
Education Coordinator

101 Stokes St. Room 1130  
416-535-8501 ext. 30711  
[sherryl.dizon@camh.ca](mailto:sherryl.dizon@camh.ca)



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Community Medicine, Psychiatry  
and Dalla Lana School of Public  
Health, University of Toronto

416-535-8501 ext. 36859  
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## About CAMH

The Centre for Addiction and Mental Health (CAMH) is Canada's largest mental health and addiction teaching hospital, as well as one of the world's leading research centres in the area of addiction and mental health. CAMH combines clinical care, research, education, policy development and health promotion to help transform the lives of people affected by mental health and addiction issues. CAMH was established in 1998 in the merger of the former Clarke Institute of Psychiatry, Queen Street Mental Health Centre, Addiction Research Foundation and Donwood Institute.

CAMH encompasses a large number of clinical and research programs and treats a wide variety of individuals from its surrounding community and the province as a whole. The Clinical Structure at CAMH is comprised of 3 main programs (1) Acute care Program (2) Complex Care and Recovery (3) Child, Youth, and Emerging Adult Program CAMH is affiliated with University of Toronto Department of Psychiatry ([www.utpsychiatry.ca](http://www.utpsychiatry.ca)) and residents are encouraged to use this website for reference. Please also see our websites [www.camh.ca](http://www.camh.ca) and <http://insite.camh.ca>

### ***CAMH's Philosophy of Care***

Our focus at CAMH is on client-centred care. We recognize that everyone is different and that each client has individual social, physical, emotional, spiritual and psychological needs. Wherever possible, the care provided incorporates the preferences, needs, aspirations and cultural beliefs of each individual into the treatment plan.

CAMH supports diversity and strives to be sensitive to race, culture, ethnicity, gender, age, abilities, religion and sexual orientation. Clients, their families and significant others are all active partners throughout the care process.

Safety is a CAMH priority.

***CAMH's values:*** Courage. Excellence. Respect.

***CAMH's vision:*** Transforming Lives

### ***CAMH's Six Strategic Directions:***

1. Enhance recovery by improving access to integrated care and social support
2. Earn a reputation for outstanding service, accountability and professional leadership
3. Build an environment that supports recovery
4. Ignite discovery and innovation
5. Revolutionize education and knowledge exchange
6. Drive social change

## ADMINISTRATIVE INFORMATION

### Medical Education Office

The Medical Education Office is located within the Student Centre at 101 Stokes St. Rm 1130, and can be reached at 416-535-8501 ext. 30710 (front desk) or email [studentcentre@camh.ca](mailto:studentcentre@camh.ca). Sherryl Dizon ([sherryl.dizon@camh.ca](mailto:sherryl.dizon@camh.ca) ext 30711) is the Post-Graduate Medical Education Coordinator and is your main contact at the Student Centre.

The Student Centre is a central welcoming space for students and residents (open Mon-Fri, 8:30am-4:30pm). It provides services to support and enhance student and resident's experience, guide through orientation process, offer space to work, lunch and meet with coordinators and other students. Various events are held for students and residents throughout the year and you are encouraged to participate.



The Medical Education Office will be contacting you regularly during your rotation to provide important information/updates and to request information when needed. Please note that responding to Medical Education Office in a timely manner is mandatory and failure to respond to such requests will be seen as a professionalism issue.

### Onboarding Package (photo ID, swipe card and keys)

You will be issued an onboarding package, including a swipe card and keys, on the first day of your rotation. Your package is to be picked up at the Student Centre (101 Stokes St., Room 1130), which is open Monday to Friday from 8:30 am to 4:30 pm.

A mandatory \$50 deposit (debit or credit) is required in order to receive a package. Please note the following about your deposit:

- This deposit will be returned to you **in cash ONLY** upon the return of all items within your package.
- Your package is to be returned to the Student Centre on the last day of your rotation. If you are returning to CAMH for a rotation immediately following your current rotation, you may hold on to your package for that rotation. The Post-Graduate Medical Education Coordinator (Sherryl Dizon) will be in touch with you to make such arrangements.
- You will have a 30-day grace period to return your package if you failed to return it on the last day of your rotation. If you do not return your package within 30 days, your deposit will be forfeited.

## Photo ID Badge

You will receive a CAMH photo ID badge which you are required to wear whenever at CAMH or other facilities while acting on behalf of CAMH. You are welcome to provide your own professional headshot or we are happy to take one of you when you arrive on your first day.

If you are returning to CAMH for a rotation immediately following your current rotation, you may keep the ID badge and re-use for that rotation. Your ID Badge is to be returned to the Student Centre office as part of your package on your last day of rotation.

## Swipe Card

Your swipe card will provide you with general security access across CAMH (both sites). Please note the following about your swipe card:

- If you require specialized access to a particular area, please contact the Student Centre ([studentcentre@camh.ca](mailto:studentcentre@camh.ca)) by email with details of the access you require. Please note that it can take up to 3 days for your card to be updated with the new privileges.
- If you lose your card, please inform the Student Centre ([studentcentre@camh.ca](mailto:studentcentre@camh.ca)) as soon as possible so the card can be inactivated. You will be issued a new card at this time, but you will forfeit the \$50 deposit you submitted when you received your package.

## Keys

You will be issued a standard set of keys, outlined below. Please do not separate your keys or add any keys to the key ring we provide you. If you receive any keys from your unit/service, please return those keys directly to the unit/service that gave them to you and only return to us the set of 7 keys provided to you by the Student Centre.

Please note that if you lose your keys, you will forfeit the \$50 deposit you paid when you received your package.

Keys that you will receive for the College Street Site (Core and Call Residents):

|          |   |
|----------|---|
| Key # 1  | ED, Stairwells, & Nursing Station                         |
| Key # FK | Fire key  |
| Key # 23 | Resident & Clerk Lounge                                   |
| Key CGA  | General Access at College Street, ED, Resident Call Rooms |

Keys that you will receive for the Queen Street Site (Core Residents Only):

|         |   |
|---------|---|
| Key GA  | General Access at Queen Street  |
| Key HGA | General Access at 80 Workman Way (Geriatric Unit), 100 & 101 Stokes St., White Squirrel Way Buildings |

## Personal Alarms

- For **inpatient areas**, the use of a Personal Alarm is **mandatory** for all staff, volunteers, physicians, and affiliates entering, visiting, and/or working in the area.
- For outpatient clinics, satellite, community or regional offices, the use of a Personal Alarm is with the discretion of the department/program/unit's Manager. Please consult with your supervisor/team for direction if you are in an out-pt area.

There are 2 types of alarms:

- (1) Audible alarm (pull pin that produces audible alarm)
- (2) Wireless alarm – signal is sent to the Nursing/work Station and/or to Admitting and Locating of the site.

Please ensure you sign an alarm out at the start of your shift and sign it back in at end of your shift as alarms are tested on a daily basis to ensure they are operational. Alarms should be available for signing in/out at the Nursing/Work station for each unit

Please refer to *Appendix V – Personal Alarms* in this manual for more information on how to use the wireless alarm.

## Pagers (Core Residents Only)

Core Residents, who are also on call at CAMH, are eligible to receive a pager through their unit/service or directly from the Student Centre, however, most residents prefer to use their mobile phone as a pager instead of carrying a physical pager. If you require a physical pager, please request one from your unit/service first. If they cannot provide you with one, please contact the Post-Graduate Medical Education Coordinator (Sherryl Dizon) to request one. A mandatory \$40 deposit (debit or credit) is required in order to receive a pager from the Student Centre (this is in addition to your \$50 package deposit). This deposit will be returned to you upon the pager's return (cash only).

## Electronic Systems and Computer Access

You will be issued a computer user account on first day of your rotation at CAMH. This account will provide you with basic computer access, a CAMH email account and an I-CARE account. Please see below for your initial login information.

Residents are encouraged to access the CAMH Intranet Website at [insite.camh.ca](http://insite.camh.ca) and the CAMH web page [www.camh.ca](http://www.camh.ca). Residents have access to computers in their own program. Computer access is also available in the ED, resident lounge at the College St. site, the library at the Russell St. site and the Student Centre at the Queen St. Site.

## Email

There is extensive electronic communication throughout CAMH and this is one of the best ways to communicate with programs, divisions, staff, Chief Residents, the Resident Coordinator and your



resident colleagues. Residents will be given a CAMH email address at the beginning of the rotation. In general all email addresses at CAMH are in the format of [firstname.lastname@camh.ca](mailto:firstname.lastname@camh.ca). It is expected that residents check their CAMH email regularly while on rotation, as this is the most preferred method for CAMH staff to communicate with you.

## I-CARE

CAMH utilizes a complete electronic management system for documentation and orders called I-CARE, composed of PowerChart for most clinical duties, and FirstNet for the Emergency Department. Residents new to CAMH (or away from CAMH for more than one year) must ensure that they complete the required online modules and in-class training (FirstNet) or validation (Inpatient/Outpatient) prior to commencing clinical duties. Information regarding training and validation are disseminated to you through the Post-Graduate Medical Education Coordinator (Sherryl Dizon), as part of your orientation and onboarding process.

## Vacation and Professional Leave-of-Absence

To request vacation or professional leave of absence, you are required to send an email detailing your request to the following individuals for approval:

1. Your primary supervisor
2. Post-Graduate Site Director (Shaheen Darani)
3. Chief resident (at your call site)
4. Chief resident (at your base site)

Once all four of the above have approved your request, the email trail must be forwarded to the Post-Graduate Medical Education Coordinator (Sherryl Dizon) for tracking purposes.

You are eligible for the following time off per year:

- 4 weeks of vacation (including 5 week days and 2 weekend days per week)
- 7 professional leave days
- 10 scheduled statutory holidays
- 1 floating holiday day
- 5 consecutive days off during the December holiday period (includes relevant stat days)
- One week to attend the Ottawa Review Course and the University of Western Ontario Review Course in PGY 4 or 5
- Lieu day if you work on a Statutory Holiday to be used within 90 days
- Up to 7 consecutive days off in the four weeks prior to the RCPSC certification exam. The 7 days can be used before the written or the oral, or divided between the two.
- Up to 14 days free of call duties prior to the RCPSC certification exam. The 14 days can also be used before the written or the oral, or divided between the two.

For more information about vacation, parental leave and any other leave requests, please see the PARO website at [www.myparo.ca](http://www.myparo.ca).

### **Coverage of Service Responsibilities**

If a resident must be absent for any reason, patient care must be arranged with their CAMH staff supervisor.

Residents are encouraged to work with their supervisors to ensure patient care responsibilities are met during any absence from clinical duties.

### **CAMH Association Fund for Resident Education (Education Allowance) (Core Residents Only)**

The CAMH Association, the business partnership of the staff physicians of CAMH, donates funds from which core PGY2-PGY6 residents may claim up to \$250.00 per 6-month rotation for psychiatric publications, courses or conferences. An additional \$300.00, per year, may be claimed for presenting at a professional conference and appropriate documentation of the presentation is required. Please note the \$250 per 6-month rotation cannot be carried forward to a future rotation block.

Please submit all original receipts to Student Centre for reimbursement.

### **Call Stipends**

The process for call stipend is done through UofT's POWER (Postgraduate Web Evaluation and Registration). You are expected to input your stipend information into POWER on a monthly basis. The Medical Education Office will approve your submissions based on the call schedule. Final dates for stipend input will remain the same (10th of every month). You will receive further instruction from UofT in terms of how to enter your stipend information and alerts on deadlines.

Please refer to Appendix IV for the CAMH Call Stipends Cheat Sheet in this manual for important information about entering your call shifts in POWER.

### **Resident Offices and Support**

When possible, residents will be provided with an office close to the clinical program where they work. There will be a designated secretary to assist with basic clinical and educational needs, such as clinical letters, photocopying and retrieval of health records. All CAMH's printers can now only be accessed by way of a PIN number.

The Student Centre DOES NOT provide PIN codes/numbers – this must be done directly in your clinical area. PIN codes/numbers are requested through an IMG Request (can be found on left side of the Insite homepage). Please ensure the AU (Accounting Unit) used on the IMG form is for the unit you are currently working in. You may need to ask your designated administrative secretary to provide you with the AU number prior to completing the IMG Request and please enter the name of the unit Manager to approve this IMG request.

For all other IMG request approval, enter Linda Slodan as Manager (Manager, Interprofessional Education and Student Affairs). She is the Manager for all students/residents.

## Telephone and Voicemail

The telephone switchboard for CAMH is located at the Queen St. site. Residents will be assigned telephone extensions and voicemail by their program. CAMH's electronic telephone directory can be accessed through Microsoft Outlook as well as Insite. Residents will be asked to provide their home telephone number to switchboard so that they can be reached in an emergency.

## Float Offices

A resident float office is available at each of the two CAMH sites, as per the below:

- Queen Street – Unit 4, Room 321B (Access code: 0761#)
- College Street – Room 1240 (Accessed with #1 key)

To reserve the float office, please use the calendar associated with this gmail account:

[camh.residents@gmail.com](mailto:camh.residents@gmail.com)

Password: psychiatry

## Resident Lounges

There is a resident lounge located at the College St. site and the Student Centre at the Queen St. site where you may access computers, a microwave, fridge/sink, couches, TV, etc.

Hours and locations:

- College St. Resident Lounge – Behind security on 1st floor, access with key #23 (available 24 hours/day). Please note this lounge will be moving to 8th floor in July/Aug (details will be sent out to residents prior to the move).
- Queen St. Student Centre – 101 Stokes St., Room 1130, open M-F from 8:30 a.m. to 4:30 p.m.

## Security Token / VPN (Virtual Private Network) Access (Core Residents Only)

Residents, who require access to Clinical applications remotely or full remote access to the CAMH network, can request VPN access through the Post-Graduate Medical Education Coordinator (Sherryl Dizon). If you would like to access I-CARE from home, please send an email request to [sherryl.Dizon@camh.ca](mailto:sherryl.Dizon@camh.ca), she will make the request to IT on your behalf.

## Parking

CAMH is offering the Precise ParkLink H PASS, a preloaded card that gives patients and frequent visitors a discounted daily parking rate. The H PASS is available for 5, 10 or 30 individual day uses, and is valid for one year from the date it is activated.

Rates:

- 5 Day Use - \$35.00
- 10 Day Use - \$70
- 30 Day Use - \$210

Please note that the daily rate can be obtained at the Precise ParkLink Machines.

You can purchase an H Pass in the CAMH Security Offices or by contacting our parking vendor (Precise ParkLink):

**For all Sites:**

Contact: Teresa Carlisle, Director, Support Services

Email: [Teresa.Carlisle@camh.ca](mailto:Teresa.Carlisle@camh.ca)

No.: 416-535-8501 Ext. 33165

**Precise ParkLink** (parking vendor)

Email: [hpass@preciseparklink.com](mailto:hpass@preciseparklink.com)

No.: (416) 398-4052 ext. 585 (during standard business hours)

## Bike Compounds

Residents have access to CAMH's secure bike compounds. Residents can access all bike compounds with their swipe cards.

Locations:

- Queen Street - one in-front of Unit 2 and one in between 10 WSW (formerly West Wing) and 30 WSW
- College St. - by the Huron Street walkway between the College and Russell Street buildings

The compounds have three unique safety features:

1. Surveillance cameras on each compound that are directly fed to CAMH's security staff
2. Swipe card access
3. Magnetic lock on the door to the compound, will ensure the door is locked after each exit

## Taxi Service

There are a number of teaching activities which occur at the different sites of CAMH. To facilitate residents' access to the various CAMH sites, taxi chits are available to residents for their travel between sites (CO-OP/Crown Cabs only). The taxi chits can be obtained from the Student Centre. A maximum of six chits will be provided at a time. Taxi chits are tracked by the Student Centre and you will be asked to provide some information when requesting them.

Special flat rates for CAMH have been negotiated with CO-OP cabs. Please refer to *Appendix III - Co-op Cabs Taxi Chits and Flat Rates* in this manual for a list of all flat rate prices between CAMH locations.

## CAMH Restaurants

*Out of this World Café* is a client run café and catering company located in 4 locations within CAMH. The locations vary in terms of what they serve from a range of freshly baked muffins, croissants and breakfast sandwiches, coffee, espresso, tea, juices, sparkling waters and pop, a selection of gourmet sandwiches and lunch specials and healthy soups and salads. Please see below for the locations and hours of operation:

- Bell Gateway building (100 Stokes St.) - 7:30 am to 4:30 pm
- Community Centre (The “Mall”, located between 101 Stokes St. and Unit 4) – 8:00 am to 3:00 pm
- 250 College St. (Near the Emergency Department) – 7:30 am to 3:00 pm
- 33 Russell St. (2<sup>nd</sup> Floor) – 8:00 am to 3:00 pm

## Perks and Discounts

All CAMH staff, students and residents are eligible to access the perks and discounts that the Human Resources department has negotiated. Perks and discounts include food and drink establishments (15% off for pick up orders at Fresh!), local services, shopping, computer hardware and software, sporting events, entertainment and recreation, insurance and health and wellness.

You may view the entire list of perk and discount offers at the following link:

[http://insite.camh.net/Staff Handbook/Perks and Discounts for Staff/ perks discounts 44800.html](http://insite.camh.net/Staff%20Handbook/Perks%20and%20Discounts%20for%20Staff/perks_discounts_44800.html)

## Resident Concerns about their Rotation

If at any time during your rotation you experience problems which are difficult to resolve, or you have complaints, these should first be brought to the attention of your primary supervisor. These issues will be discussed by the relevant individuals involved and action should be taken to remedy the situation in a timely manner. Psychiatry residents may also bring their concerns to the Chief Residents Dr. Hanna Meng ([hanna.meng@mail.utoronto.ca](mailto:hanna.meng@mail.utoronto.ca)) and Dr. Tamara Milovic ([tamara.milovic@mail.utoronto.ca](mailto:tamara.milovic@mail.utoronto.ca)), the Postgraduate Site Director, Dr. Shaheen Darani extension ext. 32984 ([shaheen.darani@camh.ca](mailto:shaheen.darani@camh.ca)) or the Physician-in-Chief, Dr. Vicky Stergiopoulos ext. 34749; ([vicky.stergiopoulos@camh.ca](mailto:vicky.stergiopoulos@camh.ca)). Any issue will be carefully considered and appropriate action taken as soon as possible. It is essential that residents bring issues to the attention of those involved as soon as problems arise so that action can be taken quickly.

## Key Contacts

### Manager, Interprofessional Education & Student Affairs

#### Manager for all Students & Residents

Linda Slodan

[Linda.slodan@camh.ca](mailto:Linda.slodan@camh.ca)

416-535-8501 ext. 32073

### Post-Graduate Medical Education Coordinator

Sherryl Dizon

[Sherryl.Dizon@camh.ca](mailto:Sherryl.Dizon@camh.ca)

416-535-8501 ext. 30711

### PGY1 & Elective Residents

Natasha Bennett

[Natasha.bennett@camh.ca](mailto:Natasha.bennett@camh.ca)

416-535-8501 ext. 32020

### Student Centre

Reception Desk: 416-535-8501 ext. 30710

[studentcentre@camh.ca](mailto:studentcentre@camh.ca)

Fax: 416-260-4211

Director, Medical Education

Peter Selby

[peter.selby@camh.ca](mailto:peter.selby@camh.ca)

416-535-8501 ext. 36859

### Postgraduate Site Director

Shaheen Darani

[Shaheen.Darani@camh.ca](mailto:Shaheen.Darani@camh.ca)

416-535-5801 ext. 32984

### CAMH Chief Residents:

#### July to December 2017

Hanna Meng [hanna.meng@mail.utoronto.ca](mailto:hanna.meng@mail.utoronto.ca)

Tamara Milovic [tamara.milovic@mail.utoronto.ca](mailto:tamara.milovic@mail.utoronto.ca)

#### January to June 2018

Sarah Smith [sa.smith@mail.utoronto.ca](mailto:sa.smith@mail.utoronto.ca)

June Lam [june.sh.lam@gmail.com](mailto:june.sh.lam@gmail.com)

### Addictions Education Coordinator

Danica Furtado-Fernandes

[danica.Furtado-Fernandes@camh.ca](mailto:danica.Furtado-Fernandes@camh.ca)

416-535-8501 ext. 39411

## EDUCATION

### Teaching Program

The teaching program is actively focused on residents' educational needs for mandatory, elective and senior selective rotations. In addition to the rotation specific programs for each rotation, the teaching program at CAMH includes a number of seminars and presentations, which are available to all residents. These may include: Professorial Rounds, Grand Rounds, Division Rounds, Psychopharmacology Seminar, local program teaching and a number of additional academic lectures by visiting and local speakers. CAMH offers mandatory training in the Prevention and Management of Aggressive Behavior. All divisions and programs in CAMH are involved in research and residents are encouraged to be actively involved in a research project during their rotations.

| Core Rotations                              | Contacts      | Phone | E-mail                   |
|---|---------------|-------|--------------------------|
| Chronic Care (PGY4)                         | Dr. Agrawal   | 32334 | sacha.agrawal@camh.ca    |
| Addictions Psychiatry (PGY4)                | TBA           | TBA   | TBA                      |
| Child, Youth and Family (PGY3, Child Psych) | Dr. Schachter | 36964 | debbie.schachter@camh.ca |
| Geriatric Mental Health (PGY3, Geriatric)   | Dr. Abdool    | 39404 | petal.abdool@camh.ca     |
| General Psychiatry (PGY2)                   | Dr. Greben    | 36896 | daniel.greben@camh.ca    |

| Senior Selective Rotations | Contacts      | Phone | E-mail                    |
|----------------------------|---------------|-------|---------------------------|
| Addictions Program         | TBA           | TBA   | TBA                       |
| Child Youth and Family     | Dr. Schachter | 36964 | debbie.schachter@camh.ca  |
| Dual Diagnosis             | Dr. Desarkar  | 32726 | pushpal.desarkar@camh.ca  |
| Emergency Department       | Dr. Zaheer    | 30403 | juveria.zaheer@camh.ca    |
| General Psychiatry         | Dr. Greben    | 36896 | daniel.greben@camh.ca     |
| Geriatric Mental Health    | Dr. Abdool    | 39404 | petal.abdool@camh.ca      |
| Forensics                  | Dr. Darani    | 32994 | shaheen.darani@camh.ca    |
| Mood and Anxiety           | Dr. Bakshi    | 36933 | neely.bakshi@camh.ca      |
| Schizophrenia              | Dr. Remington | 34750 | gary.remington@camh.ca    |
| Women's                    | Dr. Pasricha  | 34540 | suvercha.pasricha@camh.ca |

### Rotation Specific Objectives

All residents will meet with their supervisors at the beginning, middle and end of the rotation to discuss their goals for the rotations and review the rotation specific objectives. The Programs have all developed Rotation Specific Objectives for the mandatory rotations consistent with Royal College CANMEDS objectives. The Rotation Specific Objectives are available on line at:

<http://www.psychiatry.utoronto.ca/education/postgraduate-program/goals-objectives/>

### Grand Rounds

All staff and residents are invited to attend Grand Rounds on a weekly basis, **Thursdays from 12:00 to 1:00pm**. This is an important forum for residents and staff to meet and exchange ideas about significant clinical and research issues. The Chief Residents are in charge of coordinating the Grand Rounds schedule and all residents will be requested to select the dates for which they are available and

the topic of their presentation. All residents preparing Grand Rounds must have a Staff Psychiatrist advisor who will help with the development of the topic and the presentation. The use of discussants at Grand Rounds is encouraged. Every June, prizes are awarded for the best Grand Rounds presented by a CAMH resident.

Residents preparing Grand Rounds have access to the Medical Education Laptop computer, which they can sign out. Please contact the Student Centre to make arrangements to use the laptop.

Grand Rounds are held at Queen Street, Community Centre, Training Room A.

### Resident Lunch (Core Residents Only)

There is a weekly resident lunch, courtesy of CAMH Student Centre, held on **Fridays from 12-1 pm** at the Queen St. Site, 101 Stokes St., Rm 1106. Resident lunches are opportunities for informal networking and peer support. Chief Residents will occasionally invite speakers to discuss issues related to residency training and medical education.

There is also a weekly resident lunch at the College St. site. The timing and day of the week will be determined based on residents' availability. Residents at CAMH can go to one lunch or the other per week but not both.

### Psychotherapy Program

Dr. Jan Malat is the co-coordinator for the psychotherapy teaching program at CAMH. Each resident will be assigned a psychodynamic psychotherapy supervisor and there are psychotherapy seminars for all residents. In addition to this residents will also have opportunities for involvement in cognitive behavioral therapy, interpersonal therapy, group therapy and family therapy. Please contact Dr. Jan Malat ext. 36669 or [jan.malat@camh.ca](mailto:jan.malat@camh.ca) for details.

### Research

In addition to major research sections involved in both basic and clinical research, most clinical programs at CAMH are involved in research and residents are encouraged to become involved in research projects during their rotations. During the year CAMH residents will be introduced to a number of program heads who will describe some of the research endeavors in their area. For further information residents can contact the Head of Research, Dr. Bruce Pollock at ext. 36890 or [bruce.pollock@camh.ca](mailto:bruce.pollock@camh.ca)

### Teaching Opportunities

CAMH Residents are expected to teach the 4 Personality Disorder Seminars that are part of the Undergraduate Clerkship Curriculum. There are 4 seminars per block and 5 blocks per year each lasting 6-weeks. Each seminar is taught in a 2-hour session. The seminars are organized into clusters and are as follows: Cluster A – Schizoid, Schizotypal, & Paranoid; Cluster B – Borderline & Antisocial; Cluster B – Narcissistic & Histrionic; and Cluster C – Dependent, Avoidant, & Obsessive Compulsive.



Residents also teach the Narrative Interview Seminar in a 2-hour session. In addition, residents may also co-teach (with a staff) the ASCM II Course. Zack Fraser is the Medical Education Coordinator for Undergraduate Medical Education, and/or the Chief Residents will contact you closer to the course dates when they are recruiting for teachers. Please contact [zack.fraser@camh.ca](mailto:zack.fraser@camh.ca) if you are interested in teaching.

Medical students also carry out on-call duties in the CAMH ED. The students are eager to learn interviewing and other skills and look forward to working with you.

The medical students may also be present on inpatient units for 3-week periods. Given that CAMH Medical Education values excellent resident teachers, each June we award one resident the award for Outstanding Resident Teaching for their significant contribution to undergraduate teaching.

### **Prevention and Management of Aggressive Behaviour (PMAB)**

This mandatory course is taught by staff of the Education and Training Department of CAMH to assist in verbal de-escalation and other management techniques for patients with aggressive and potentially violent behaviour as well as coordination in “Code White” procedures. These are skills which are essential for any psychiatrist dealing with a wide variety of patients.

PMAB certification is offered to all residents at the start of their rotation and the cost of the training is covered by CAMH. As there are no alternative ways for residents to certify in PMAB, it is imperative that all residents attend the session provided to them by CAMH during their orientation.

### **Basic Cardiac Life Support Training**

Certification in Basic Cardiac Life Support (BCLS) is mandatory for all CAMH residents on a biannual basis. BCLS re-certification is offered to all residents at the start of their rotation and the cost of the training is covered by CAMH (if residents attend the provided training). If a resident is not able to attend the training scheduled by CAMH, they are responsible to find, and complete an alternate session and provide proof of completion to the Post-Graduate Medical Education Coordinator (Sherryl Dizon) prior to working at CAMH. Any resident whose certification is not up to date is not permitted to work at CAMH.

For more information on BCLS Certification (courses, vendor, and registration) please visit CAMH BCLS provider website: <http://heart2heartcpr.com/toronto/>

Please refer to *Appendix – VI CAMH BCLS Training Requirements* for more information regarding certification requirements.

### **Practice STACER examinations**

Residents are required to complete three practice STACER examinations during each 6-month period. At CAMH, residents are to complete two of these STACERs examinations in their clinical rotations with their primary supervisor. Residents will complete one additional practice STACER with a practice STACER Mentor and may complete additional practice STACERs as part of the interviewing course

when offered. You are required to forward a scanned copy of your completed practice STACERs feedback forms to the Post-Graduate Medical Education Coordinator ([sherryl.dizon@camh.ca](mailto:sherryl.dizon@camh.ca)) or fax to 416-260-4211.

For more information on STACERs, please visit:

<http://www.psychiatry.utoronto.ca/education/postgraduate-program/exams/>

## Resident Evaluation

Residents should discuss their progress with their supervisors on a regular basis throughout their rotation and receive regular feedback. In addition, supervisors should meet with residents at the three and six month point of every rotation to discuss the resident's progress in meeting the requirements of the Rotation Specific Objectives. At six months, the resident's primary supervisor will meet with the resident after completing the evaluation form (ITER) and discuss this with the resident. Please note that if you have multiple supervisors during the same rotation, they are to work together to complete the ITER with feedback from each supervisor included. If the resident has objections to their evaluation, they should consult with the Resident Site Director (Dr. Shaheen Darani). Residents can also approach the Director of Medical Education (Dr. Peter Selby) to discuss their concerns about their evaluation. All evaluations are completed online using the POWER website.

In the event of unresolved complaints about a resident or supervisor evaluation, these are relayed to the Departmental Director of Postgraduate Education, Dr. Mark Fefergrad, and referred to either the Resident Evaluation Committee or the Supervisor Evaluation Committee.

## Resident Representation

Residents at CAMH are represented by the Chief Residents who work closely with the Postgraduate Site Director, Dr. Shaheen Darani, extension 32984 ([shaheen.darani@camh.ca](mailto:shaheen.darani@camh.ca)), Director of Medical Education, VP Medical Education, Physician-in-Chief, and Program representatives to monitor and improve the quality of education at CAMH. Dr. Ivan Silver ([ivan.silver@camh.ca](mailto:ivan.silver@camh.ca)) is the VP of Education at CAMH. The Chief Residents are non-voting members of the Medical Advisory Committee (MAC) of CAMH. The Postgraduate Site Director represents CAMH and its residents on the Postgraduate Education Committee. Residents are also represented by the Psychiatric Residents Association of Toronto (PRAT), which acts on their behalf at both the Postgraduate Education Committee and the Senior Advisory Committee (SAC) of the Department. Individual residents can apply to become one of the two Chief Residents of CAMH in the Fall of the preceding year and residents can also be elected to administrative positions in PRAT.

## CLINICAL WORK

### I-CARE

#### Inpatients

The psychiatric history, mental status examination, physical examination, medication reconciliation, treatment plan and doctor's orders must be recorded on the patient's health record whenever a patient is admitted to CAMH. The attending psychiatrist, or on-call psychiatrist, is to see newly admitted patients and write a note on the patient's health record within 24 hours of admission.

Drug allergies and infectious diseases must be noted and relevant laboratory and other investigations and prescriptions are to be ordered as indicated. Special procedures and consultations are to be ordered on the relevant forms.

All significant contacts, interviews, phone calls and changes in a patient's clinical state must be documented in a timed, dated and signed progress note written at least once weekly. Contacts with patients must all be documented with the start and stop times of the contact noted. Detailed descriptions and outlines of diagnosis and treatment plan are useful. Relevant team meetings and rounds should also be noted. All relevant forms of the Ontario Mental Health Act, Health Care Consent Act and Substitute Decisions Act must be placed on the patient's chart. A Discharge Summary must be dictated using the prescribed format within 48 days of discharge.

#### Outpatients

Every patient treated by a psychiatric resident is to be registered as a patient of CAMH while that resident is assigned to CAMH and while any part of treatment is administered at CAMH.

All CAMH policies for documentation in the medical record are applicable to every registered patient of CAMH while their treatment is provided by a psychiatric resident assigned to CAMH.

A member of the CAMH medical staff shall be designated as the attending physician of record for each registered patient of CAMH while that patient's treatment is provided by a psychiatric resident assigned to CAMH.

Documentation in the medical record for each patient so registered and treated by a psychiatric resident is to include the following:

- c) An admission history or consultation note, which, if applicable, may be a brief summary with reference to a transfer summary or final note from an institution at which the patient was previously treated by the resident; if applicable, the admission history must identify the supervising psychiatrist if other than the designated attending physician.
- d) A signed, timed and dated progress note for every visit, every test and every clinically significant telephone contact.

- e) A record of all prescriptions issued.
- f) A final note when the patient is discharged or when the resident is assigned to another institution and continues to treat the patient at that institution.
- g) Patient Health Records are to be returned to the Health Records Department as soon as possible each day.

Supervisors should be able to assist residents with any questions about proper documentation for inpatients or outpatients. Please refer to the Content of Health Records: Policies, Procedures and Guidelines on Insite ([insite.camh.ca](http://insite.camh.ca)).

The Health Records Department has designated Gabie Amaral (ext. 32151; [gabie.amaral@camh.ca](mailto:gabie.amaral@camh.ca)) to be a liaison for residents and Health Records. She can assist residents with patient registration, records retrieval, records policies, incomplete charts, release of information and other issues.

### **Professional License**

Residents are granted an Educational license by the College of Physicians and Surgeons of Ontario (CPSO) to practice medicine supervised by a Staff Psychiatrist only within CAMH. Prescriptions for CAMH patients signed by residents are honoured outside CAMH. Prescriptions by residents must be written on CAMH prescription forms.

### **Canadian Medical Protective Association**

CAMH carries insurance to protect CAMH and its' employees against liability. In addition to this all residents must join the Canadian Medical Protective Association (CMPA) and register this with the Faculty of Medicine prior to their beginning any clinical work at CAMH.

### **Standards of Professional Practice Behaviour for all Health Professional Students**

Health professional students engage in a variety of activities with patients/clients under supervision and as part of their academic programs. During this training, the University, training sites, and society more generally expect our health professional students to adhere to appropriate standards of behaviour and ethical values. All health profession students accept that their profession demands integrity, exemplary behaviour, dedication to the search for truth, and service to humanity in the pursuit of their education and the exercise of their profession.

The Standards of Professional Practice Behaviour for all Health Professional Students is available at: <http://www.governingcouncil.utoronto.ca/AssetFactory.aspx?did=5183>

### **Shared Responsibility**

According to CPSO Guidelines on Resident Supervision all significant clinical events that a resident encounters in their clinical work must be reported to their staff supervisor or on-call staff. Always check with the physician in charge of a ward or service before allowing patients outside, home for the

weekend or when making any significant change in a treatment plan. The staff psychiatrist on call will be contacted by nursing staff if inpatients decide to leave hospital against medical advice outside of regular working hours.

### Difficult Clinical Events and Outcomes

Given the acuity and severity of the patient population seen at CAMH in each of its programs, acute and difficult events do occur in the course of patient treatment. Resident, staff and patient safety is of the utmost importance at CAMH. Despite all the safety assessments and safety features of the hospital, residents may be involved in very difficult clinical events or outcomes. These could include assaults of staff or even residents or the death or suicide of patients. Residents must notify staff if such events occur and seek assistance from their supervisors, the Chief Residents, the Postgraduate Site Director, Director of Medical Education, and the Physician-in-Chief. These individuals are committed to assisting residents to deal with any such difficult events and making whatever provisions are necessary as soon as possible. For particular events residents should also contact the CMPA for further assistance.

**Please remember to contact your supervisor, the Chief Residents and Dr. Shaheen Darani for any such adverse clinical event, assault or patient suicide as soon as possible.**

Please also refer to the Patient Suicide and Assault Policy of the Department of Psychiatry Residency Training Program: [http://www.psychiatry.utoronto.ca/wp-content/uploads/2011/01/11-Assault\\_and\\_Suicide\\_Policy.pdf](http://www.psychiatry.utoronto.ca/wp-content/uploads/2011/01/11-Assault_and_Suicide_Policy.pdf)

### What to do in the event of an injury:

In the event that a resident should become injured while in the workplace the following process should be followed:

1. Notify Health Safety and Wellness Department during regular business hours. After hours, notify the After Hours Manager
2. Notify unit Manager
3. Notify Chief Resident/ Post-Grad Site Coordinator/Manager of Interprofessional Education and Student Affairs
4. Complete a SCORE
5. Notify student's designated school faculty or designate

### SCORE: Staff and Client Online Reporting of Events (Incident report):

- Provides one system for reporting of adverse events
- Allows for data analysis on unit, program, and organizational levels
- Quality improvement and reporting tool
- Follow-up with suggestions/recommendations for improvements
- Access SCORE through Insite or through the SCORE icon on your computer desktop

## RESIDENT HEALTH, SAFETY AND WELLNESS

### Health, Safety and Wellness Office

The Health, Safety & Wellness office is available in the event of accidents and illness during regular hours. Residents should inform their supervisor and the chief residents immediately so that coverage can be arranged. In the event of exposure to blood borne pathogens, residents are immediately referred to emergency medical facilities in the area for assessment and post exposure treatment if necessary. The nursing supervisors can help facilitate these transfers after hours when the Occupational Health and Safety office is not open.

#### College Street Site Hours:

250 College Street, Ground Floor, Room 30

Monday to Friday 7:30 a.m. - 3:30 p.m., closed during lunch - 12:00pm to 1:00 p.m.

Telephone: 416-535-8501 ext. 36212

#### Queen Street Site Hours:

100 Stokes Street, 5<sup>th</sup> Floor, Room 5350

Monday to Friday 7:30 a.m. - 3:30 p.m., closed during lunch - 12:00pm to 1:00 p.m.

Telephone: 416-535-8501 ext.-32546/32141/39324

All residents must be mask fit tested every two years. Vaccinations and TB testing must be kept up to date through the Faculty of Medicine and Health, Safety and Wellness Office. Residents may contact HSW should they have questions or if they require mask fit testing, TB testing or other. For more information on immunization requirements for Residents, please refer to this website:

<http://www.pgme.utoronto.ca/content/immunization-requirements>

For further and more specific information about the CAMH Health, Safety and Wellness Department at CAMH, please refer to this website (accessible from CAMH only):

[http://insite.camh.ca/Staff\\_Handbook/Health\\_Safety\\_Wellness/health\\_safety\\_and\\_wellness9400.html](http://insite.camh.ca/Staff_Handbook/Health_Safety_Wellness/health_safety_and_wellness9400.html)

### Resident Safety – Clinical Care Guidelines

Be prepared at all times and scan your environment for exits, blind corners and weapons and shields of opportunity.

If an individual looks agitated anywhere in the hospital, think about your own safety and the safety of others:

- Ask clinical staff who may know the patient better than you do for suggestions as to how to de-escalate them, if necessary.
- Speak to security about your concerns if an agitated individual appears to be wandering the hallways.
- On an elevator, if someone appears agitated, get off on the next floor and notify security.
- In a parking lot, if you see an agitated individual, leave immediately and contact security.

When doing clinical work, make sure that you are prepared:

- Review past history of violence before starting to see patients.
- If a patient frightens you, this is an important adaptive response so don't ignore the feeling; talk about this with the team and make preparations before seeing the patient; you can ask for other staff to accompany you.
- If a patient is angry at you, you may ask them if they feel like harming you. If yes, carefully stop the interview, give the patient time to settle, if they can, and ask for assistance. The patient may agree to take medication to help them settle before you continue the interview.
- Don't start seeing a patient at risk until adequate staff are assembled.
- Only see outpatients during regular office hours (when other staff are around).
- Make sure to carry your security alarm on you at all times.

Many assaults have occurred when patients are informed of a change in their management. Take particular care in dealing with these situations:

- Take careful precautions when telling a patient that you are recommending admission to hospital. In some circumstances you should be accompanied by another staff and make sure to ask for this.
- Patients are often upset when they are told that you are placing them on Form 1, 3, 4 or other means of involuntary admission. It is best to be accompanied by other staff when doing this.
- Some patients are upset when they are told that you recommend discharge. Be prepared for potentially agitated patients.
- Medication changes are sometimes difficult for patients and need to be carefully explained. Sometimes it is helpful to have nursing staff accompany you.
- Never attempt to restrain a patient without sufficient staff present. Before sufficient staff are assembled, secure and leave the immediate area of a violent patient assisting others to do so, call a code and wait for staff.

Prepare your office for patient care:

- Make sure that you know where your office security alarm is located.
- Remove unnecessary objects from your office.
- Make sure that you can see your office door when you are working at your desk or computer.
- Make sure that patient chairs are located in such a way that the patient does not feel crowded and can leave if they need to.
- Make sure that you have clear access to the door so that you can leave in an emergency.
- Plan an escape route from your office and know where to go for immediate help.

Please let your Chief Residents, Supervisor or Site Director know if there are any safety concerns with your office or the rotation in general.

## Codes

If you require urgent assistance for any reason, or to call a "Code dial "5555" on any phone at any of the 3 main CAMH sites (College, Queen, Russell) and you will be redirected to the code line – please state the location and type of code. All resident offices have phones with speed-dial buttons for "5555" which have been set up to call a "Code White" to the resident's office, even if they are unable to give

details of the occurrence over the phone. If you are working at a CAMH satellite location and require urgent assistance, please dial 911

It is essential that residents know and understand code procedures at CAMH. You can find a quick code reference guide on the back of your photo ID badge. Below is important information related to the most common codes. Please review carefully, for more information you may read the full policies (links provided, can be accessed once you are at CAMH through the CAMH intranet site: Insite) and watch the code blue video.

Top 4 Codes:

### Code BLUE: Medical Emergency

- A Code Blue will be called when medical assistance is required for a life threatening medical emergency. If necessary, life saving techniques will be initiated during a Code Blue. If there is known client/patient code status of No CPR, CPR should not be used.
- The first Physician who responds to the scene of a code blue must lead the code. If needed, Code lead responsibilities can be transferred to another Physician once they arrive to the scene
- Please watch the following video to learn how a Code Blue is handled at CAMH.  
<https://www.youtube.com/watch?v=rPI4KN9OSg4&feature=youtu.be>

Full Policy: [http://www.camhx.ca/education/online\\_courses/codes/codeblue.pdf](http://www.camhx.ca/education/online_courses/codes/codeblue.pdf)

### Code WHITE: Psychiatric Emergency

- A Code White will be initiated to summon immediate assistance from clinical and security staff in the event of a psychiatric emergency that is characterized by a person's imminent risk of harm to self or others.
- A Clinical Assist will be initiated to request additional staff assistance in an intervention where there is an anticipated psychiatric emergency which represents a potential risk of escalation for injury to self or others.
- A Code White Caution will be called to summon immediate and/or external assistance to manage an individual who threatens the safety of him/herself or others with a weapon.
- Code White, Clinical Assist and Code White Caution procedures will utilize least restrictive measures to ensure the best safety and security of all concerned.
- Requests for assistance will be called regardless of the client/patient's legal status. The incident will prompt a reassessment of status by the treating psychiatrist.

Full Policy: [http://www.camhx.ca/education/online\\_courses/codes/codewhite.pdf](http://www.camhx.ca/education/online_courses/codes/codewhite.pdf)

### Code RED: Fire

A Code Red is called in order to alert staff to the detection of smoke or fire. CAMH follows the RACE fire safety acronym to guide Code Red procedures. RACE stands for **R**emove persons from immediate danger; **A**ctivate the fire alarm; **C**onfine the fire; **E**vacuate immediate area.



Full Policy by building: [http://www.camhx.ca/education/online\\_courses/codes/codered.pdf](http://www.camhx.ca/education/online_courses/codes/codered.pdf)

### Code YELLOW: Missing Client

Code Yellow will be implemented following a unit or treatment area search, when it is determined that a client/patient is unexpectedly missing and believed to be on CAMH grounds or there is uncertainty regarding their whereabouts. Activation of the code yellow will also take into account the level of risk/priority involved and the time elapsed. Attempts will be made to locate the missing client/patient within CAMH and proper notification and documentation will be completed to ensure the safety and confidentiality of the missing individual, his or her family, other individuals, and the community. In all cases, the client/patient's treatment team will decide whether there is a need, and legal authority, to communicate with any third party regarding the client/patient's unknown whereabouts or potential for harm to self or others.

Full Policy: [http://www.camhx.ca/education/online\\_courses/codes/codeyellow.pdf](http://www.camhx.ca/education/online_courses/codes/codeyellow.pdf)

#### Summary:

##### To Call a Code:

- Dial 5555 on any CAMH phone while at any of the 3 main sites (Queen, College, Russell); dial 911 if you are at a CAMH satellite location
- State type of code and detailed location
- Queen/College Street – activate using specific push button and key panels available in some areas
- Check back of your CAMH ID Badge for list of all Emergency codes

### Resident Wellness

Within the Department of Psychiatry Dr. John Langley is the Resident Advisor available to all psychiatry residents to anonymously discuss issues of personal concern or overall hospital or departmental issues.

Dr. John Langley  
Resident Advisor  
Phone: 416-702-5480  
Email: [langleyj@smh.ca](mailto:langleyj@smh.ca)

Residents can also contact: Dr. Peter Voore  
Centre for Addiction and Mental Health  
Phone: 416-535-8501 ext. 34277  
Email: [peter.voore@camh.ca](mailto:peter.voore@camh.ca)

Residents are reminded of Dr. Julie Maggi, Director of Resident Wellness, Postgraduate Medical Education, at the University of Toronto. She provides assistance to residents when facing personal or academic difficulties. Dr. Maggi is currently serving as interim Psychiatrist in Chief, Director of Education for the Mental Health and Addictions service and Director of Postgraduate Medical Education at St. Michael's Hospital. She has also been a resident advisor for the Department of Psychiatry and serves on the Board of Medical Assessors, the Fellowship Education Advisory Committee and the Postgraduate Wellness Leads Committee for PGME. Among many other administrative activities, Julie has won a number of education awards over the years, including the 2016 Sarita Verma Award for Advocacy, and Mentorship in Postgraduate Medicine, Faculty of Medicine, University of Toronto.

Dr. Julie Maggi  
 Director of Resident Wellness, PGME Office  
 Phone: 416-946-4015  
 Email: [maggij@smh.ca](mailto:maggij@smh.ca)

Residents are also eligible to access the PARO helpline, which is a 24 hour distress line staffed by volunteers who are specifically trained to help residents in crisis. You can reach them by telephone at 1-866-HELPDOC and more information about the helpline can be found on the PARO website at [http://www.myparo.ca/24\\_HOUR\\_Helpline](http://www.myparo.ca/24_HOUR_Helpline).

### CAMH Wellness Centre

Opened in 2017, the Wellness Centre is a space designed for you to focus on your health and well-being. It's the Centre's intention to make a place to support and sustain this practice. The staff at the Wellness Centre encourages you to view your health holistically. The wellness wheel is an easy way to remember the elements that contribute to your overall well-being: environmental, mental and emotional, financial, spiritual, occupational, social and physical.



The Wellness Centre is located in the Community Mall at Queen St. site.

For more information about the Centre and how to become a member, please visit CAMH Insite: [http://insite.camh.net/Initiatives and Committees/Safe and Well/Wellness Centre/wellness-centre99213.html](http://insite.camh.net/Initiatives_and_Committees/Safe_and_Well/Wellness_Centre/wellness-centre99213.html)

## SERVICES AVAILABLE

### CAMH Legal Services

CAMH Legal Counsel is available to support residents in navigating any legal issues that may arise in the course of providing clinical care at CAMH.

For clinical/legal consultation regarding forensic clients, police involvement, criminal law related issues, or for assistance with Ontario Review Board Hearings, please contact Michele Warner (x32880, Michele Warner, [michele.warner@camh.ca](mailto:michele.warner@camh.ca)).

For clinical/legal consultation with respect to privacy issues, incident or complaint management, admission and discharge of non-forensic clients, involuntary status, consent/capacity, restraints, substitute decision makers, community treatment orders, assistance with Consent and Capacity Board Hearings, and other general legal inquiries please contact Kendra Naidoo (x33216, [kendra.naidoo@camh.ca](mailto:kendra.naidoo@camh.ca)).

For questions regarding contracts or policies related to research, please contact Emily Ng (x30606, Emily Ng, [emily.ng@camh.ca](mailto:emily.ng@camh.ca)).

### **Ethics Consultations**

Residents are reminded of CAMH's Ethics Consultation Service. If at any time residents wish to obtain an ethics consultation in any of the clinical areas where they work they should contact the CAMH Ethicist Thomas Foreman at ext. 33415 or [Thomas.Foreman@camh.ca](mailto:Thomas.Foreman@camh.ca) to discuss the consultation request.

### **CAMH Privacy Office**

Pursuant to PHIPA CAMH has established a Privacy Office to ensure the privacy of all client records and clinical interactions as set out in the Act. Residents can contact the Privacy office at x33314 for any questions with respect to privacy in clinical and health records matters.

### **Interpretation Services**

You can arrange for this service by completing an Interpretation Services Request Form and faxing it to 416-979-4284. This form is available on Insite at the following link:

[http://insite.camh.net/files/Interpretation\\_Services\\_Request\\_Form\\_2012\\_70640.pdf](http://insite.camh.net/files/Interpretation_Services_Request_Form_2012_70640.pdf)

You are required to e-mail: [interpreting@camh.ca](mailto:interpreting@camh.ca) with all of the following information:

- Assignment Date & Time:
- Language:
- Exact Location (address, room #):
- Program and Sub-Program Name:
- Contact person and ext#
- Client's MR#

Please be advised that any missing information may result in significant delay in processing your request.

For urgent requests (less than 24hrs):

- Monday-Friday during regular hours (9 am-4:30 pm), please page: 416-232-4379
- Evening (after 4:30pm)/Weekend/Statutory Holidays, please call: CAMH Nursing Office x33435

### **Library Services**

The CAMH Library is here to help you with your information and research needs.

*Looking for resources?*

CAMH residents have access to:

- Print books and journals

- ebooks and online reference resources including the DSM-5
- databases for health-related research including Medline and PsycINFO
- DVDs and AV equipment

### *Looking for help?*

Learning the principles of evidence-based mental health (EBMH) care is a key competency of the Royal College residency program. Knowing how to search for and critically appraise information efficiently and effectively are essential first steps.

CAMH librarians are here to help you:

- Turn a topic into a research question that's searchable
- Develop, execute, and refine a search strategy in medical databases using subject headings and keywords, and
- Manage results including saving and exporting to citation managers

Get in touch!

- Contact us at [library@camh.ca](mailto:library@camh.ca) or ext. 36991
- Visit us in T201, 2nd floor, Tower Building, at the Russell Street site
- Find us online at [insite.camh.net](http://insite.camh.net)

## Spiritual Care Services

At CAMH, Spiritual Care Providers are CRPO registered psychotherapists who facilitate clients' process of enhancing their quality of life by addressing "Spiritual, Moral and Existential distress related to changes in health, maturation, ability, and life circumstances. [Spiritual Care Providers use] a holistic, relational approach to assess the nature and extent of the concerns; collaboratively develop a plan of care; provide therapeutic interventions to promote, maintain, and restore health and/or palliate illness and injury; and evaluate the implementation of the plan of care to ensure its efficacy and adequacy." (Quoted from the Canadian Association of Spiritual Care Scope of Practice document)

Spiritual Care Providers are spiritually-informed clinicians who work with inpatients, outpatients, families, and staff as part of the interdisciplinary team. Interventions and activities might include, but are not limited to: one-on-one psychotherapy, discussion groups, meditation and spirituality groups, crisis intervention and related debriefs, in-service education for staff, grief work, liaison with religious groups and other community organizations, and facilitating celebrations for religious and civic holy days and memorial services.

Spiritual Care Services oversees the Sacred Space at the Queen Street Site (100 Stokes St. 2nd Floor, Queen Street Site) and the Multi-faith Room at the College Street Site (250 College ST, Ground Floor). These spaces hold a variety of religious and spiritual activities, including various rituals, meditations, mindfulness, yoga, AA meetings, drumming circles, other cultural events, and more.

Should you or any of your patients require access to Spiritual Care Services, please contact Shawn Lucas, Manager, at 416-535-8501, Ext. 32175 or [shawn.lucas@camh.ca](mailto:shawn.lucas@camh.ca).

## IMPORTANT CAMH POLICIES

### Harassment and Discrimination Policy

CAMH is committed to provide a work atmosphere free of harassment and discrimination with a policy of zero tolerance. If at any point during their work at CAMH residents feel that they have witnessed or been the object of harassment or discrimination, they should report this to their supervisor and/or the Postgraduate Site Director (Dr. Shaheen Darani) and the Physician-in-Chief (Dr. Vicky Stergiopoulos). The incident shall be dealt with as required by Centre and University of Toronto policy.

University of Toronto Policy:

<http://www.governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/ppmar311994.pdf>

### Accessibility for Ontarians with Disabilities Act

The Ministry of Community and Social Services has developed the Accessible Standards for Customer Service (Ontario Regulation 429/07) outlining new standards under the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*. This new regulation requires that the public sector, including CAMH and its service providers ensure accessible customer service for people with disabilities by January 1<sup>st</sup>, 2010.

All Residents who deliver services on behalf of CAMH have obligations under this Act, of which you need to be aware. CAMH has developed resources to assist you in meeting your requirements. These resources are aimed at increasing awareness, knowledge and skills in serving people with disabilities in an inclusive manner.

CAMH has also approved a new policy: *Accessibility and Customer Service for People with Disabilities*. **All staff, physicians, volunteers and contractors who interact with clients, family members or the general public are required to review the guide and be familiar with the policy.**

The CAMH educational guide and policy are available on INSITE online at:

[http://insite.camh.net/policies/accessibility\\_for\\_people\\_with\\_disabilities-47346.pdf](http://insite.camh.net/policies/accessibility_for_people_with_disabilities-47346.pdf)

The guide, *Equity, Inclusion & Respect: A staff guide for ensuring accessibility for people with disabilities* explains the new requirements, offers practical tips to support service delivery, and provides some further references/ resources including:

- I. How to interact and communicate with persons with various types of disabilities
- II. How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal (e.g. guide dog), or the assistance of a support person
- III. How to use equipment or assistive devices available on the provider's premises or otherwise provided by the provider that may help the person with a disability in accessing goods or services at CAMH.
- IV. What to do if a person with a particular type of disability is having difficulty accessing CAMH's goods or services.

You may find that in keeping with our values of respect, diversity, health equity and client centered

care we are already meeting many of the benchmarks set by this new legislation. However the legislation formalizes our obligations to provide our services to people with disabilities in an integrated and inclusive manner, and this includes understanding the **policy** and the **guide**. We hope you will use the guide as a resource and tool to support your work.

### Influenza Vaccination (Vaccinate-or-Mask Policy)

As of the fall 2014, CAMH has implemented a Vaccinate-or-Mask Policy whereby all staff, students, residents, volunteers etc. are required to be immunized or are required to wear a mask in all designated client areas and when in contact with clients (during the flu season).

In order to avoid wearing a mask, proof of Influenza Vaccination in the form of a TAHSN immunization card, a photo of your hospital ID with the “Flu Fighter” sticker on it, or a letter from your physician’s office is required. CAMH offers the flu shot during the entire flu season through our Health, Safety and Wellness Office.

### Infection Prevention Control

All residents are reminded of the importance of Infection prevention and control procedures at CAMH. **Please complete** the Infection Prevention and Control e-learning (link listed below) as it contains important information regarding infection control practices including proper use of Personal Protective Equipment (PPE).

Infection prevention control e-learning link:

[http://www.camhx.ca/education/online\\_courses/Infection%20Prevention%20and%20Control/story.html](http://www.camhx.ca/education/online_courses/Infection%20Prevention%20and%20Control/story.html)

**Remember:** Hand hygiene is the best method to prevent the spread of infections in health care settings.

The four moments for hand hygiene are:

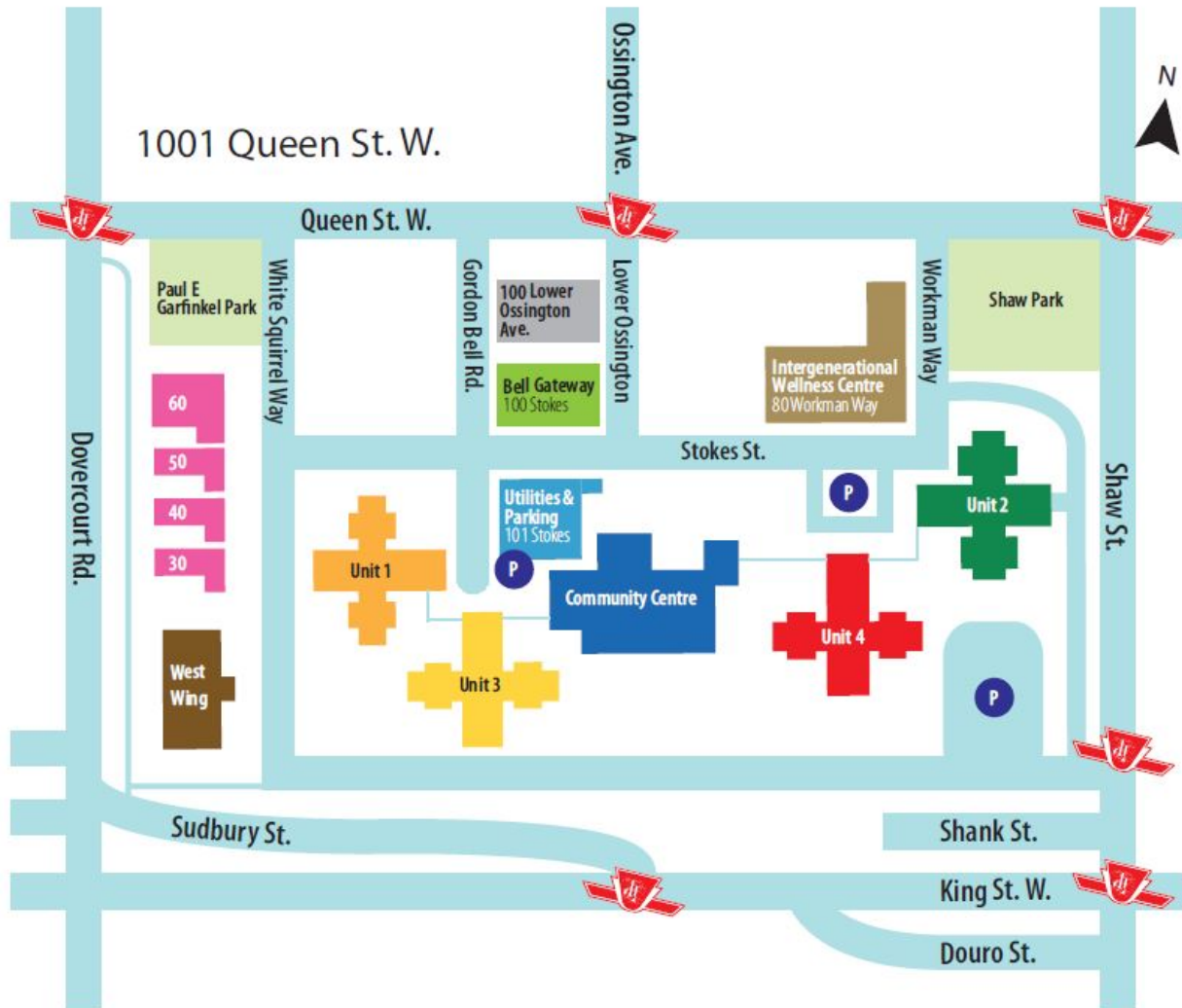
- 1) Before initial patient/ patient environment contact
- 2) Before aseptic **procedures**
- 3) After body fluid exposure risk
- 4) After patient/ patient environment contact

Please watch the CAMH hand hygiene video featuring our own CAMH talent for more information on hand hygiene: <https://www.youtube.com/watch?v=O72pZoHAoAQ&feature=youtu.be>

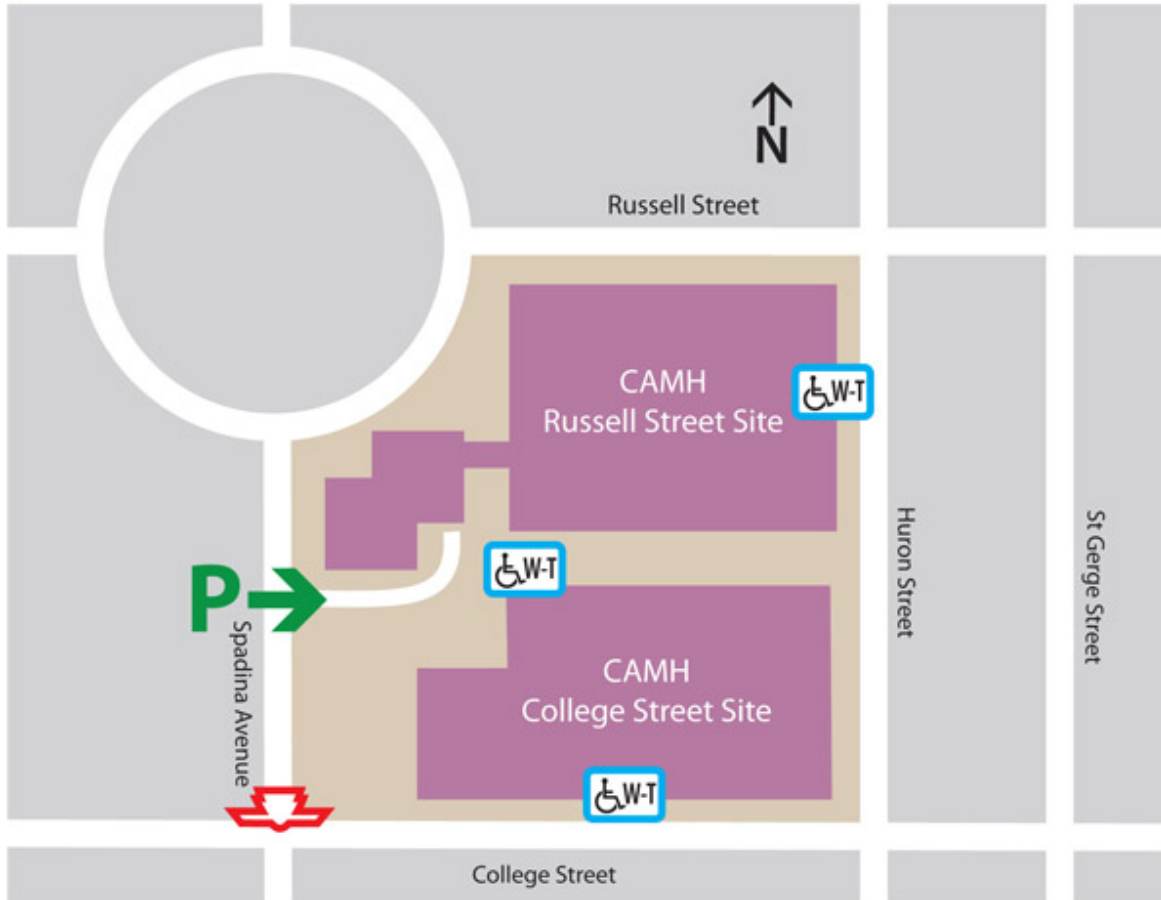
**All the best during your rotation at CAMH!**

APPENDICES

Appendix I - Queen St. Map



Appendix II – Russell St. / College St. Map





## Appendix III - Co-op Cabs Taxi Chits and Flat Rates

|  |   |
|--|---|
| <b>Queen Street Campus</b><br>1001 Queen St. West  | to/from 250 College Street \$11.00<br>to/from 33 Russell Street \$11.00   |
| <b>Archway Outpatient Clinic</b><br>1451 Queen Street West   | to/from 1001 Queen Street West \$9.00<br>to/from 250 College Street \$14.00<br>to/from 33 Russell Street \$15.00  |
| <b>CARE, VENTURES, ProACT, INTERACT<br/>Community Support &amp; Research</b><br>Richmond Street Clinic<br>862 Richmond St. West, Suite 200/300     | to/from 1001 Queen Street West \$7.00<br>to/from 250 College Street \$11.00<br>to/from 33 Russell Street \$11.00  |
| <b>Central Link Outpatient Clinic &amp;<br/>Spectrum Outpatient Clinic</b><br>393 King Street East   | to/from 1001 Queen Street West \$15.00<br>to/from 250 College Street \$13.00<br>to/from 33 Russell Street \$14.00 |
| <b>Dual Diagnosis Resource Centre</b><br>501 Queen Street West   | to/from 1001 Queen Street West \$9.00<br>to/from 250 College Street \$8.00<br>to/from 33 Russell Street \$8.00    |
| <b>Dual Diagnosis Service–Peel, PACE Peel &amp;<br/>First Assessment Clinical Team</b><br>30 Eglinton Ave. West, Suite 801<br>Mississauga, Ontario | to/from 1001 Queen Street West \$55.00<br>to/from 250 College Street \$66.00<br>to/from 33 Russell Street \$65.00 |
| <b>Learning Employment Advocacy<br/>Recreation Network</b><br>1709 St. Clair Avenue West   | to/from 1001 Queen Street West \$17.00<br>to/from 250 College Street \$19.00<br>to/from 33 Russell Street \$19.00 |
| <b>Nicotine Dependence Clinic</b><br>175 College Street  | to/from 1001 Queen Street West \$12.00<br>to/from 250 College Street \$7.00<br>to/from 33 Russell Street \$7.00   |
| <b>Work, Stress and Health Program</b><br>455 Spadina Avenue Suite 200<br>Toronto, Ontario   | to/from 1001 Queen Street West \$12.00<br>to/from 250 College Street \$7.00<br>to/from 33 Russell Street \$6.00   |

\*Co-op can also be reached at **416-504-2667**.

## Appendix IV - CAMH Call Cheat Sheet

### 1) ENTERING THE CORRECT TYPE OF CALL

#### Monday to Friday

Home Call=\$58.00; Hosp Call=\$116

Core rotation (9am-5pm) + On Call CAMH ED (5pm-9am) ➔ Hospital Call (1st, 2nd, 3rd call)

Core rotation (9am-5pm) + On Call CAMH ED (5pm-11pm) ➔ Home Call (4th call)

Core rotation (9am-5pm) + Back Up Call/pager all evening ➔ Home Call (aka back-up call)\*\*

\*\*Note: this is converted into an **In hospital** Call if resident gets called in for 1st, 2nd, or 3rd call. If resident gets called in for 4th call shift, this is still paid as Home Call.

#### Weekend Sat/Sun

Core rotation (9am-5pm) Monday to Friday **PLUS** either a Saturday or Sunday:

9am-9am (24 hours) ➔ Hospital Call (1st, 2<sup>nd</sup>, 3<sup>rd</sup> call)

9am-11pm (14 hours) ➔ (4th call) Please record **In Hospital call** as it exceeds a 12 hour day

### 2) EDIT THE HOSPITAL SITE TO ACCURATELY REFLECT WHERE YOU DID THE CALL

If you did call at a location other than what is listed on the left, you must edit the right hand column. Below the resident changed the location from Mt. Sinai to CAMH.

UNIVERSITY OF TORONTO FACULTY OF MEDICINE

POWER Postgraduate Web Evaluation and Registration

### Call Stipend Monthly Time Record: January 2016 and Late December 2015

This form will automatically be submitted on **February 07, 2016**

- Select the calendar to choose the dates you have completed for the current and previous month.
- Select the **Save** button any time you enter call.

\*Maximum 7 Hospital Calls. Maximum 10 Home Calls.

| Rotation                             | On-Call Date             | Hospital Calls* | Home Calls / Shortened Calls / Rounding * | Qualifying Shifts | Converted Calls | Service                              | On Call Hospital  |
|--------------------------------------|--------------------------|-----------------|---|-------------------|-----------------|--------------------------------------|---|
|                                      | <a href="#">Add Date</a> |                 |   |                   |                 |                                      |   |
| Core Rotation - Consultation-Liaison | 15-Jan-2016              | 1               | 0   | 0                 | 0               | Core Rotation - Consultation-Liaison | Mount Sinai Hospital - Main Site [MSH-MSH], Toronto                         |
| Core Rotation - Consultation-Liaison | 19-Jan-2016              | 1               | 2   | 0                 | 0               | Core Rotation - Consultation-Liaison | Mount Sinai Hospital - Main Site [MSH-MSH], Toronto                         |
| Core Rotation - Consultation-Liaison | 19-Jan-2016              | 1               | 2   | 0                 | 0               | Core Rotation - Consultation-Liaison | Centre for Addiction & Mental Health-College Street Site (CAMH-COL) Toronto |
| <b>Total:</b>                        |                          | 1               | 2   | 0                 | 0               |                                      |   |

CLICK HERE to add another scheduled rotation

If you do not see your rotation services listed please contact your Program Administrator.

Comment:

Comments will be made available to the Hospital and PGME Administrator.

3) **STAT HOLIDAY** If you worked a STAT holiday during the week AND you also completed a Home Call, record a Home Call. You are also entitled to a lieu day off pursuant to 13.3 of the Collective Agreement.

## Appendix V – Wireless Personal Alarm User Instructions (Code White)

1. Everyone entering an inpatient unit must wear a Wireless Personal Alarm. This includes all staff, physicians, students, residents, volunteers, and contractors. All unit staff at beginning of shift must sign out the Wireless Personal Alarm. Support staff and non-unit-specific personnel entering the unit to do work, must report to the care station to sign out a Wireless Personal Alarm. In the event that a Wireless Personal Alarm is not available, a non-hardwired audible alarm (screamer) must be used.
  
2. Pick an alarm from the working alarms container that belongs to the unit. Attached to the alarm is a key tag that is color coded for each floor on the unit and has a label with location information and serial number of the alarm. All wireless alarms are tested daily at each unit; you do not need to test them. Please note the alarm is specific to your unit and are not to be used outside your unit.



3. Sign out the alarm using the Personal Alarm Sign In/Sign Out sheet. Fill in your name, device number (on tag at back of alarm unit), and sign out time.



4. The new personal alarm is worn by attaching it to your CAMH ID lanyard.

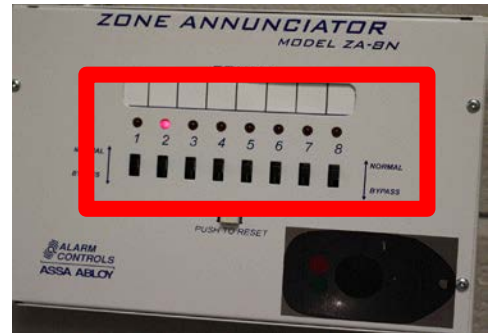


5. Managers are responsible for ensuring that there are an adequate number of working alarms for each location, all alarms are tested on a daily basis. The Wireless Alarms complements other code white systems like mounted code buttons, key station and screamers.

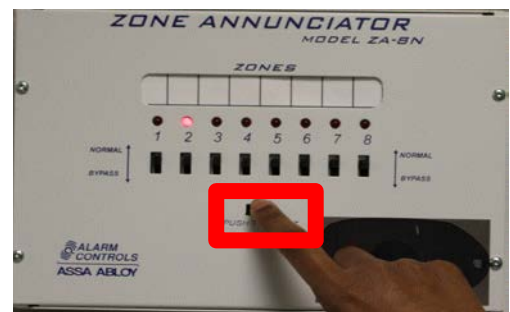


- When the wireless alarm button is pressed, an alert is received both in the unit care station and Switchboard (Queen Street site) or Central Registration (College Street site).

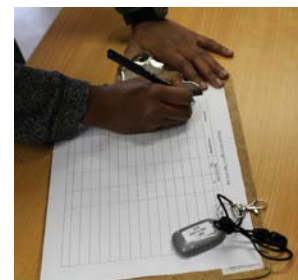
At the care station, the annunciator box will flash a red LED light indicating the unit where the alarm was triggered, and will continue to ring until the panel is reset in the step below. The alarm will also be displayed at the care station marquee displaying the unit where it was triggered. Simultaneously, Switchboard (at Queen and Central Registration at College/Russell) will see an indicator identifying in which unit the alarm was triggered and will call the code, dispatch security and initiate pages or other calls as required.



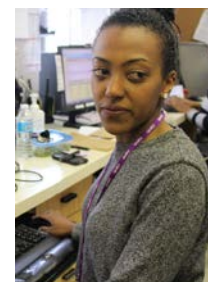
- When the situation is resolved, staff at the care station will press the reset button to indicate all clear. The red LED will no longer be on. Staff at the care station will call Switchboard on 5555 to clear the code. Switchboard will also announce the all clear.



- At the end of your shift, or when you leave the inpatient unit, sign the alarm back in at the designated location. Fill in the time signed in and your signature on the Personal Alarm Sign In/Sign Out sheet.



- If you hear an alarm, you should determine the location of the alarm, assess the nature of the incident and take appropriate action to either assist the individual (if this can be done safely) or call for assistance in accordance with existing unit and emergency code policies and procedures.



- 10. Always wear a personal alarm to create an environment of safety for staff and clients. Everyone is responsible for being aware of all the procedures around personal alarm use.



## Appendix VI – CAMH BCLS Training Requirements

### CAMH BCLS (CPR) TRAINING REQUIREMENTS

