

A WORD FROM THE VICE-DEAN

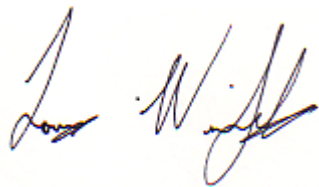
On behalf of the Faculty of Medicine at the University of Ottawa, I wish to offer you a warm welcome to our Postgraduate Medical Education (PGME) program.

Our faculty is dedicated to providing you with information and services to help maximize your education and contribute to your personal well-being. This booklet has been prepared to help you adapt to the Canadian culture and also to provide you with helpful resources within our city. I encourage you to read it thoroughly.

We are thankful that you have chosen our school to pursue your academic goals. I hope that your stay in Canada will be enjoyable and will provide you with an educational experience that will serve you well in years to come.

Feel free to let us know of your comments or suggestions, as we strive to make this as helpful as possible for you and your colleagues.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Lorne Wiesenfeld". The signature is fluid and cursive, with a large initial "L" and "W".

Lorne Wiesenfeld, MDCM, FRCPC
Vice-Dean, Postgraduate Medical Education
Faculty of Medicine, University of Ottawa

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IMPORTANT CONTACTS

Postgraduate Medical Education Office (PGME)

Postgraduate Medical Education
Faculty of Medicine, University of Ottawa
Roger Guindon Hall
451 Smyth Road, Room 2014
Ottawa, ON K1H 8M5
pgme@uottawa.ca
Tel.: 613-562-5800 x7613

Hours of Operation:

- October to June – Monday to Friday,
8 a.m. to 4 p.m.
- July to September – Monday to Friday,
8 a.m. to 3:00 p.m.

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Vice-Dean
pgmecom@uottawa.ca

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Naomi Dussah

Accreditation and Evaluation Committee
fomaccr@uottawa.ca

Benjamin Surmachynski

Executive Assistant and
Communications Officer
pgmecom@uottawa.ca



Other important contacts

John Cavan

Senior Advisor
Clinical Placement Risk Management
University of Ottawa - Faculty of Medicine
451 Smyth Rd., Room 2023
Ottawa, Ontario K1H 8M5
pgmed_immunise@uottawa.ca

Saeed Hashemi

Advisor, Employment and Immigration
University of Ottawa - Human Resources
55 Laurier East, Room 4114
Ottawa, ON K1N 6N5
HRimmigration@uottawa.ca

Dr. Timothy Lau

Assistant Dean, Faculty Wellness Program
University of Ottawa - Faculty of Medicine
Roger Guindon Hall
451 Smyth Rd., Room 3028 G
Ottawa, ON K1H 8M5
Tel.: 613-562-5800 ext. 8507
wellness@uottawa.ca

THE POSTGRADUATE MEDICAL EDUCATION PROGRAM

Academic Year

In Canada, the Postgraduate Medical Education (PGME) academic year runs from July 1st to June 30th. Upon successful completion of each year of training, you will be provided with a Letter of Appointment (LOA) and will be asked to re-enroll for the following year. You will **not** be automatically enrolled for the duration of your PGME training program. Please note that an LOA will never go beyond June 30 even if you are off-cycle (e.g. start date of January).

Rotation Schedules

Each academic year consists of thirteen (13) rotation blocks, each of which is four weeks in duration. All **residents** at all levels change to a new rotation on the same day. Your Program Director or Hospital Representative makes all arrangements regarding your rotations.



Please refer to the following website to obtain rotation schedule dates:

<https://www2.uottawa.ca/faculty-medicine/postgraduate-medical-education/rotation-schedule>.

Privileges with The Ottawa Hospital

If you are appointed as a **Clinical or Research Fellow** at The Ottawa Hospital (TOH), your program is required to apply for your hospital privileges with the medical affairs office.

Please verify with your Program Administrator (PA) that all is in order prior to beginning your training: <https://med.uottawa.ca/postgraduate/programs/specialty-programs>.

Pre-Entry Assessment Program

To obtain an unrestricted postgraduate medical education certificate of registration (educational license) from the College of Physicians and Surgeons of Ontario (CPSO), International Medical Graduates (IMGs), who did not enter through CaRMS, are required to undergo a Pre-Entry Assessment Program (PEAP). The PEAP is an assessment process that evaluates IMGs to determine whether they can function at the appointed level of training. It is normally between four to twelve weeks in duration. The assessment is to take place in a supervised clinical, multidisciplinary environment where there is patient

input on an ongoing basis. Assessors are to ensure that the candidate is: mentally competent to practice medicine; able to practice with decency, integrity, and honesty in accordance with the law; have sufficient knowledge, skill and judgment to engage in postgraduate medical training; can communicate effectively and display an appropriate professional attitude. For further information regarding the PEAP, please consult the Council of Ontario Universities website at <https://cou.ca/reports/peap-policy/>.

Evaluation

All trainees will receive formative and summative assessments of their performance through objective tests as well as performance assessments through In-Training Evaluations Reports (ITERS).

Postgraduate medical trainees registered with the Faculty of Medicine at the University of Ottawa have the right to appeal when their performance has been judged unsatisfactory. Trainees may appeal a non-reappointment, dismissal, non-promotion, suspension, rotation failure, or recommendations for remediation and probation.

Please refer to the Faculty of Medicine bylaws, section 9.3: Faculty

Council Appeals Committee, for more information.

<https://www2.uottawa.ca/faculty-medicine/policies-and-bylaws>

Completion of Training Certificate

Your PA will be responsible to submit the required paperwork to the PGME Office confirming your end date closer to completion of your training. We will then provide your PA with a certificate to confirm successful completion of the educational objectives, two to four weeks before the end of training. The certificate will be signed by the Program Director/Fellowship Director as well as the Dean of the Faculty of Medicine.



Competency-Based Medical Education

uOttawa is already well on the way to implementing Competency-Based

Medical Education (CBME) **resident** training.

CBME is an outcomes-based approach that involves identifying the abilities required of physicians and then designing the curriculum to support the achievement and assessment of these predefined competencies. This paradigm defies the assumption that competence is achieved based on time spent on rotations and instead requires residents to demonstrate their competence.

More information can be found at the following website:

<https://www2.uottawa.ca/faculty-medicine/postgraduate-medical-education/tools-resources/competency-based-medical-education>.

Code of Ethics

Members of the Faculty of Medicine have a commitment to uphold the highest standards of ethical and professional behaviour consistent with the values of the University of Ottawa and with the values of the medical profession as exemplified in the Code of Ethics of the Canadian Medical Association (CMA). The *Standards of Ethical and Professional Behaviour* can be found on our website at:

<https://www2.uottawa.ca/faculty-medicine/postgraduate-medical-education/policies>.

Mandatory Academic Symposia

The PGME Office offers an Academic Symposia Series and attendance is **mandatory for residents**. Fellows are welcome to attend upon registration. Symposia topics include the following: Intimidation & Harassment, Physicians Health & Wellness, CPSO, Residents as Teachers, etc. For details, visit the link below.

<https://uottawacpd.eventsair.com/pgme/>

Remuneration/Pay Scale

In Ontario, the Professional Association of Residents of Ontario/Council of Academic Hospitals of Ontario (PARO/CAHO) Agreement stipulates that, “all **residents** whose source of funding is an international government, shall be paid in accordance with the terms and provisions of this agreement”. The agreement can be found on the PARO website at:

<http://www.myparo.ca/your-contract/>.



The Scale of Remuneration can be found at the following page:

<http://www.myparo.ca/starting-residency/#salary-and-benefits>.

Note that **Fellows** do NOT have a union and the information above does not apply. Please contact your sponsor, or if paid by a hospital here in Ottawa, contact your program administrator, for salary arrangements.

Policy for Religious Holidays

The PGME Office holds a strict policy for taking time off for religious holidays. As a resident or fellow, you may only take religious holidays that correspond to your faith. For example, you are not permitted to take both Christmas holidays and Eid holidays.

Trainees must request in writing, time off for religious holidays, **at least 4 weeks prior** to the absence. This will be accommodated whenever possible, if staffing levels permit, and patient care responsibilities are being met.

For further information, contact your program or the PGME Office.

Equity, Diversity and Gender

In Canada, both men and women are treated equally with respect and dignity. Both genders are well represented in all occupations and have equal rights.

The Office of Equity, Diversity and Inclusion has established policies to ensure equity within the Faculty. In particular, to promote the integration of women into the Faculty and to promote women's health in medical and graduate education, research and clinical service.

You may wish to visit their website for more details:

<https://med.uottawa.ca/professional-affairs/office-equity-diversity-and-inclusion>

Please direct any personal inquiries to:

Dr. Ewurabena Simpson
Assistant Dean, Office of Equity, Diversity, and Inclusion

University of Ottawa

edifom@uottawa.ca

Tel.: 613-562-5800 ext. 8507



Canadian Beliefs

Canadians are diverse in their beliefs representing all religious beliefs and cultural practices.

Listed below are prayer rooms located at our teaching hospitals:

- Civic Campus: Main floor, Lobby C, next to the cafeteria
- General Campus: Ground floor, close to Human Resources
- CHEO: 3rd floor, beside Surgery waiting room
- Rehabilitation Centre: 2nd Floor, near cafeteria
- Riverside Campus: Main floor, close to the Human Resources.

Extending the End Date of the Work Permit (Employment Authorization)

The official work permit document will be issued at the airport where you first land in Canada or the land border you used to enter Canada. The expiry date will be indicated on the work permit once issued. **If your training goes beyond the expiry, you must apply to renew it before the current work permit expires.**

All extensions must be authorized by the International Trainees



Coordinators,

Ms. Jodee Kent or

Miss Callie Luckovitch (see page 4 for contact).

In order to apply for an extension or renewal, your Program Administrator must submit a request to the PGME Office. Our International Employment and Immigration Office will then obtain and send to you by email the documents required to apply for extension (College of Physicians and Surgeons of Ontario-Letter of Eligibility and Labour Market Impact Assessment (LMIA) Exemption number, as well as instructions.

*Should you require additional information or an application package, visit the website for the Department of Immigration, Refugees and Citizenship Canada (IRCC) at: <http://www.cic.gc.ca/english/information/applications/extend-worker.asp>.

You may also contact their Call Centre at 1-888-242-2100 (toll free call anywhere in Canada).

Please be advised that effective September 1, 2010, the LMIA is no longer required to apply for a temporary foreign medical resident, clinical fellow or medical research fellow. However, you will still require a work permit from IRCC in order to train in Canada. Visit the website below for more information.

<http://www.cic.gc.ca/English/resources/manuals/bulletins/2010/ob230.asp>

Canadian Social Insurance Number (SIN)



You will be required to apply on-line for a Canadian **Social Insurance Number (SIN)**, if you don't already have one. The SIN is a nine-digit number required to work in Canada and to have access to government programs and benefits. There is no fee to apply for a SIN.

Application can only be completed upon arrival in Canada, as a copy of the work permit and proof of address is required.

<https://www.canada.ca/en/employment-social-development/services/sin/required-documents.html>

For further details on the City of Ottawa – Client Services, please visit: <https://ottawa.ca/en/client-services>.

ENROLMENT

University Enrolment at the Faculty of Medicine

You are required to enrol on-line with the University of Ottawa on an annual basis and pay registration fees, currently set at \$945 (effective July 1, 2024). Note that this fee should be paid only once you arrive in Canada, before starting your training. Please ensure to pay all fees upon enrolment. **DO NOT wait for an invoice.**

If you begin your program off-cycle (i.e. other than July 1), you will be required to pay the registration fee before the beginning of your training and then for every academic year (July 1) thereafter, until completion of training. Also, to maintain your university appointment, an enrolment fee is charged to trainees who are (or will be) on a leave of absence.

If you complete your training off-cycle (e.g. August 31 or December 31), you can apply for a refund for the months not enrolled for the remainder of that academic year. See details on registration fee refunds at the following link:

<https://med.uottawa.ca/postgraduate/current-trainees/registration/registration-fee-refund-request/refund>.

**If sponsored by the Saudi Arabian Cultural Bureau, the fee will be paid directly by your sponsor. Please do NOT pay and ignore any invoices received.*

College of Physicians and Surgeons of Ontario (CPSO) - Certificate of Registration

This is the organization that issues licenses to practice medicine. All doctors in Ontario must be members of the College to complete **clinical duties**. It is your responsibility to apply for an **Educational Certificate of Registration** (license) to train with the University of Ottawa. The license will be required to start your PEAP or begin your training program. DO NOT delay. Apply immediately as it can take six months to process. A number of other supporting documents must be sent to CPSO directly by the Source Organization, including medical school transcript, and evidence of standing.

Please use your PA's (program's) mailing address as your work address when filling out the application.

You will be required to update your work address with CPSO as soon as you have this information. Please note that your work address is

available to the public on the CPSO website and is commonly used by patients, health care professionals and patients' insurance companies. DO NOT use the uOttawa PGME mailing address.

Ensure to check the status of your CPSO application online regularly to make sure that your file is complete. Please note that your educational certificate of registration must be renewed annually and must always be active during clinical training with the Postgraduate Medical Education Office at the University of Ottawa.

Hours of Operation:

Monday to Friday, 8 a.m. to 5 p.m.

Direct inquiries to:

Email: inquiries@cpso.on.ca

Tel.: 416-967-2617 or 1-800-268-7096
(Toll free within Ontario only)

Address:

80 College Street
Toronto, Ontario M5G 2E2

For further details and to complete the application, visit the CPSO website:

<http://www.cpso.on.ca>.

Canadian Medical Protective Association (CMPA)

CMPA coverage (medical liability protection) is MANDATORY for all Ontario postgraduate residents and clinical fellows. You will not be able to start your PEAP or begin training unless you have coverage. Contact the CMPA or visit their website for a membership application.

Hours of Operation:

Monday to Friday, 8:30am to 4:30pm

Direct inquiries to:

Email: inquiries@cmpa.org

Tel.: 613-725-2000 or 1-800-267-6522

Fax: 613-725-1300 or 1-877-763-1300

For further details visit the CMPA website: <https://www.cmpa-acpm.ca/>.

Mailing address:

Canadian Medical Protective Association
P.O. Box 8225
Station "T"
Ottawa, ON K1G 3H7

Courier/street address:

Canadian Medical Protective Association
875 Carling Avenue
Ottawa, ON K1S 5P1

Immunization Requirements



Your complete immunization record is required before you begin your program of study. Please ensure that it is submitted to the Clinical Placement Risk Management Team (pgmed_immunise@uottawa.ca) and updated on a yearly basis.

IMPORTANT! You will not be able to start your training until your immunization record is submitted and declared up to date by the Risk Management Nurse Advisor.

The policy and forms can be accessed via our website at: <https://www2.uottawa.ca/faculty-medicine/postgraduate-medical-education/registration/immunization-requirements>.

You will receive instructions from the Clinical Placement Risk Management Team. **Wait until you receive information before taking any action.**

Vulnerable Sector Screening (VSS)

A Vulnerable Sector Police Record Check is mandatory for all new

trainees. Trainees living outside Canada must provide an original VSS or equivalent to cover the last five years of residency. This must be completed before leaving your country to avoid complications. If a letter is required by your local police department to complete the check, please request it from the Clinical Placement Risk Management Team by email at: fom_cprm@uottawa.ca. Note that an official notarized translation is required if the original document is not in English or French. You will be required to submit the original(s) once you arrive. **DO NOT mail.** Details can be found at: <http://www.uottawa.ca/faculty-medicine/cprm/program-requirements>

Student Identification Card

Student identification cards (with photo) are required to access valuable uOttawa services such as the library, to gain access to sports facilities and to make use of a variety of student services. It may also be required as identification when doing electives in rural communities.

Upon arrival, you can apply for the card online at the link below. You will be required to pick it up, in-person, at the uOttawa Card Services, 90 University Private, Room 145, Ottawa.

<https://www.uottawa.ca/uottawacard/get-a-card/order-uottawa-card-online>

When completing the online form, you must choose “Ottawa” as your Campus.

Cards are automatically renewed with each subsequent registration. You must keep your card for the duration of your studies at the University of Ottawa.

HEALTH CARE

The University of Ottawa requires that you have personal health coverage for the entire duration of your education.

Ontario Health Insurance Plan (OHIP)

As a resident or fellow (paid-learner), you are eligible for free health insurance for you and your spouse/children under the Ontario Health Insurance Plan (OHIP). OHIP states that you qualify for their health insurance if,

“you are in Ontario on a valid work permit and are working full-time in Ontario, for an Ontario employer, for at least six months.”

Due to COVID-19, the Government of Ontario has waived the usual three-month waiting period for international workers to be eligible for OHIP. They will also cover the cost of COVID-19 services while you are uninsured.

The application for OHIP must be done in-person. Please book an appointment on-line with Service Ontario, <https://www.ontario.ca/page/book-serviceontario-appointment>, **as soon as you arrive.** Below is a list of documents you will need to bring:

- Registration for Ontario Health Insurance Coverage form for each family member (<https://forms.mgcs.gov.on.ca/en/dataset/014-0265-82>)
- passport(s)
- permit(s) (work, study, visitor)
- letter from PGME office confirming full-time employment and Ottawa address

Upon arrival, the PGME Office will provide you with the letter required for OHIP, attesting to the length of your stay and confirming your Ontario mailing address.

If you don't yet have a mailing address once you arrive, you will be required to obtain and pay for the

University Health Insurance Plan. You can find details in the following section.

Direct OHIP inquiries to:
Tel.:1-866-532-3161

For further details, visit the Government of Ontario website: <https://www.ontario.ca/page/apply-ohip-and-get-health-card>

Note that OHIP cards are valid for the duration of one's work permit. If your work permit expires before the completion of your training and you need to remain in Ottawa to complete it, you need to apply for the renewal of your work permit. Once you receive your renewed work permit, you will need to re-apply for OHIP.

N.B. This health insurance plan does not cover dental care nor prescriptions.

University Health Insurance Plan (UHIP)

University Health Insurance Plan (UHIP) is a **compulsory** insurance plan for international trainees, who have not yet obtained coverage from the Ontario Health Insurance Plan or another UHIP approved / equivalent health plan. UHIP covers medical and hospital expenses during your stay in

Canada and standard medical visits. It also helps you obtain certain medical devices, as needed, such as wheelchairs, hearing aids, etc.

Enrolment for UHIP must be completed with the uOttawa Human Resources via the PGME Office, Ms. Jodee Kent or Miss Callie Luckovitch.

The UHIP monthly fee structure for the period from September 1, 2023 to August 31, 2024 is shown below (includes taxes):

- Single - \$63.00
- Couple (or 1 dependent) - \$126.00
- Family (3 or more individuals) - \$189.00

For further details, please visit: <http://www.uhip.ca>.

The minimum UHIP coverage period is one month.

IMPORTANT:

Outside the periods of UHIP/OHIP insurance coverage, you are ENTIRELY RESPONSIBLE for obtaining appropriate health insurance, for your own protection and that of your dependents. Hospital or medical expenses can be onerous if not covered.

We strongly advise that you obtain a secondary insurance policy to cover the dates that you are not covered by UHIP/OHIP.

Note: International fellows are not eligible for PARO benefits and therefore may not receive the supplemental health insurance, nor the life and disability insurance that residents receive.

Below are forms of insurance available to international fellows, at an additional cost:

1) Extended Health and Dental Insurance

Benefits can be purchased through a group benefit plan. Fellows can contact our advisor Rob Kimball directly (see his contact information below) to discuss the options and purchase coverage available.

Rob Kimball, Senior Financial Advisor
Selectpath Benefits & Financial
Tel: 519-675-1177 or 1-888-327-5777 x112
Email: rob@selectpath.ca
www.selectpath.ca

2) Life Insurance is also available through a group plan. The contact for this is also Rob Kimball.

3) Disability Insurance can be purchased through a group plan available from the Ontario

Medical Association (OMA). This may be particularly relevant for those trainees doing procedures at risk for blood born pathogen contamination.

More information is available at:
<https://www.omainsurance.com/expl-ore-our-products/protect-your-lifestyle/disability-insurance/>

- ❖ Trainees must become members of OMA to qualify.
- ❖ On application must indicate enrolled in a postgraduate program (fellowship); intend to change country of residence upon completion and indicate which country.

Travel Medical Insurance

If you travel outside of Ontario or outside of Canada, it is possible to obtain a Travel Medical Insurance. You may consult the Travel Medical Insurance list suggested to you below:

UHIP
<https://uhip.ca/Enrollment/PlanDetails#toc6>

Manulife:
<http://www.coverme.com/products/travel-insurance.jsp>

Travel Guard
<https://www.travelguard.ca/travel-insurance>

Blue Cross Canada
<http://www.bluecross.ca/en/products/travel-coverage.html>

Guard.Me International Insurance
<https://www.guard.me/>

Well-Being Program for Physicians in Training

This program is designed specifically to assist you as a resident or fellow in preventing and managing personal, medical or academic problems if and when they may arise. Confidentiality and discretion is guaranteed.

Questions may be directed to:

Dr. Timothy Lau
Assistant Dean, Faculty Wellness
Program University of Ottawa -
Faculty of Medicine
wellness@uottawa.ca
Tel.: 613-562-5800, extension 8507

For further details, visit the Faculty Wellness Program website:
<https://www2.uottawa.ca/faculty-medicine/faculty-affairs>

You may also address any important issues to your International Trainees Coordinator, Ms. Jodee Kent or Miss Callie Luckovitch at the PGME Office (for contact information see page 4).

Find a Family Doctor

A family doctor is also called **general practitioner (GP)**. Family doctors are usually the first doctors to diagnose and treat most medical problems. If you need to see a specialist doctor, usually, you need a family doctor to refer you. Family doctors also order laboratory and other tests. If you would like to have a family doctor during your stay here in Ottawa, you can register with the uOttawa Student Health and Wellness Centre at the link below.

<https://www2.uottawa.ca/campus-life/health-wellness/on-campus-health-services>

801 King Edward, Room N203 (2nd floor)
Ottawa, ON K1N 6N5
Tel.: 613-562-5498
Email: healthpromo@uottawa.ca

Benefits

- Consistent health care provider on campus
- Shortened wait time
- Access to allied health professionals and mental health services
- Access to special programs (dietitian, smoking cessation, etc.)

Walk-In Clinics

Another option would be to go to a walk-in clinic. You don't need an appointment. Most clinics are open in the evening and on weekends.

You need to take your health card (UHIP/OHIP) with you. The downfall is that you may not be able to see the same doctor every time you go to a clinic. You may also have to wait to see a doctor or nurse if there are other patients ahead of you (first-come first-serve basis).

The largest regional provider is **Appletree Medical Clinic** with offices all over the city. Please visit their website below for current wait times, locations and more information.
<https://www.appletrreemicalgroup.com>

In case of emergency, always dial 911.



HELPING YOURSELF WHEN IN DISTRESS



RECOGNIZE Have you noticed unusual behaviour or feelings?

HIGH RISK OF HARM

Are you thinking frequently of harming yourself, or seriously considering suicide?

Are you missing most of your classes or work?

MODERATE RISK OF HARM

Are you avoiding family, coworkers and friends or feeling isolated?

Have you stopped taking care of yourself or your personal hygiene?

Has something unexpected happened in your life, like a death or accident?

Are you taking substances, like drugs or alcohol to cope?

LOW RISK OF HARM

Are you feeling overwhelmed in your studies or your work?

Are you having family or relationship issues?

Are you having difficulties concentrating or with your sleep?

RESPOND Reach out to the uOttawa community

The uOttawa community has resources to help. What works for you right now?

STUDENTS	EMPLOYEES
24/7 Help	
<ul style="list-style-type: none"> • Good2Talk, 24/7 bilingual student helpline - 1-866-925-5454 • Undergraduate Health Plan (UOSU) - 1-844-741-6389 • Graduate Health Plan (GSAED) - 1-855-649-8641 	<ul style="list-style-type: none"> • Employee and Family Assistance Program (EFAP) 1-844-880-9142 • Crisis Line: 613-722-6914 or 1-866-996-0991 (Bilingual)
Speak to someone in person	
<p>Counselling: Walk-in, or pick an appointment online that suits you at sass.uottawa.ca or by calling 613-562-5200.</p> <ul style="list-style-type: none"> • The team at Counselling Services is there to help students dealing with difficulties impacting their academic studies, so please consider reaching out to speak to them confidentially about your particular needs. 	<ul style="list-style-type: none"> • Book an appointment via the EFAP at 1-844-880-9142 • Health issues related to work, contact the Health and Wellness Sector, Human Resources 613-562-5800 ext: 1473 • Manulife Health Plan Eligible employees can be reimbursed for expenses related to eligible health professionals, see 'My Info' section of Human Resources website for more information about benefits.
<p>Should you require medical support, please consult with your physician or health professional. The University of Ottawa Health Service Family Health Team is available on campus. Visit the walk-in clinic or call to make an appointment with a family doctor or nurse practitioner: 613-564-3950</p>	
<p>If at any time you are at immediate risk of harming yourself or others, on campus call Protection at 613-562-5411, or off-campus call Emergency Services at 911</p>	

REFER Learn about the many supports available to help
uOttawa.ca/wellness



HELPING SOMEONE IN DISTRESS



RECOGNIZE UNUSUAL BEHAVIOUR

Do you see any behaviour that may be out of character or unusual for someone? Early intervention plays a key role in supporting mental health challenges.

RESPOND WITH CONCERN AND EMPATHY

Non-judgmental and supportive language includes:

- "I have noticed..."
- "I am concerned..."
- "I hear what you are saying..."
- "How can I help you to..."

REFER THE PERSON TO AVAILABLE RESOURCES

Non-judgmental and supportive language includes:

- "What do you need in order to..."
- "Can I suggest..."
- "uOttawa Wellness website has lots of resources. Let's look at it together..."

HIGH RISK OF HARM

Behaviour that is violent, destructive, harmful, aggressive or threatening to self or others.
This is an emergency.

uOttawa
Protection Services, 24/7:
613-562-5411

Off Campus
Emergency Services, 24/7:
911

MODERATE RISK OF HARM

Changes in personal appearance and hygiene, low mood, avoidance of people, substance use concerns, disorganized thinking, expressions of hopelessness, or references to suicide.

Students, (Good2Talk), 24/7:
1-866-925-5454

Employee and Family Assistance Program (EFAP), 24/7:
1-844-880-9142

LOW RISK OF HARM

Difficulty with studies, family or relationship problems, chronic health conditions, difficulty concentrating, issues with sleep, increased interpersonal conflict.

For all services and many more resources
uOttawa.ca/wellness

GENERAL INFORMATION

Accommodation



For information on accommodations, we invite you to visit the following

Web pages.

University of Ottawa

<https://www2.uottawa.ca/campus-life/housing>

High-rise apartment located right beside the General Hospital and the Children's Hospital of Eastern Ontario (CHEO)

<https://www.apartments.com/lavantage-suites-ottawa-on/fx549ev/>

Short-term accommodations provided by the Ottawa Hospital, Civic Campus

<https://www.ottawahospital.on.ca/en/patients-visitors/planning-your-stay/where-to-stay/residence-corporation/short-term-accommodations/>

Short-term accommodations through Airbnb for healthcare providers

<https://www.airbnb.ca/d/covid19relief>

Other sites

<http://www.Medshousing.com>

<http://www.kijiji.ca/b-real-estate/ottawa/c3411700185>

Computer Services

As a full-time University of Ottawa student, you have free access to the computers located in the Health Sciences Library at Roger Guindon Hall (RGN). For details on hours of operation or contact information, please see **Appendix II**.



uoZone is the portal to access on-line student services including the following:

- obtaining a financial statement of your student account
- printing tax forms
- your enrolment requirements checklist
- many other services

Your credentials to access the uoZone service and uoemail account, if you don't already have them, will be sent to you by the Faculty of Medicine – Medtech Team shortly.
<https://www2.uottawa.ca/current-students/>

Because the University of Ottawa PGME Office and your program have important information to relay to you, it is **mandatory** to activate and monitor your uOttawa email address. If you prefer to have mail sent to a

different email address, simply go to your University e-mail account and have your university mail forwarded to another e-mail account

<https://support.microsoft.com/en-au/office/turn-on-automatic-forwarding-in-outlook-7f2670a1-7fff-4475-8a3c-5822d63b0c8e>

Should you encounter difficulties accessing uoZone or your e-mail account, please contact the Faculty of Medicine's Information Technology (IT) Services by completing a service request form on-line.

<https://www2.uottawa.ca/faculty-medicine/information-management/get-help>

Address:

451 Smyth Road, Room 3028
Ottawa, Ontario K1H 8M5
Tel.: 613-562-5648

You may wish to visit their website for more details:

<https://www2.uottawa.ca/faculty-medicine/information-management>

YMCA Newcomer Information Centre

The YMCA Newcomer Information Centre (NIC) is a welcoming place for those starting their new lives in Canada. They provide information and referral services to support more

than 11,000 newcomers each year. There is **no cost** to participate.

<https://ymcaottawa-nic.ca/about-us>

Ottawa and the Canadian Culture

If you are interested in finding out about Ottawa and the Canadian culture, here are a few websites that may be of an interest to you.

City of Ottawa:

<http://www.ottawa.ca/>

Ottawa Climate:

<https://www.theweathernetwork.com/ca/weather/ontario/ottawa>

Ottawa Start:

<http://www.ottawastart.com>

Government of Canada:

<https://www.canada.ca/en.html>

Transportation

Public Transit (Bus, O-Train, LRT):

<http://www.octranspo.com>



Driving Directions

<http://maps.google.ca/> or

<https://www.mapquest.com/directions>

Uber or Lyft

Uber is a technology platform. This smartphone application connects driver-partners and riders. When a nearby driver-partner accepts your request, your app displays an estimated time of arrival for the driver-partner heading to your pickup location and cost. Your app notifies you when the driver-partner is about to arrive and provides information about the driver with whom you will ride, including name, vehicle type and license plate number. *Similar to taxis but more affordable.

For more information on the Uber and similar Lyft application and to sign up, you may consult the following website:

<https://www.uber.com/global/en/cities/ottawa/>



<https://www.lyft.com/rider/cities/ottawa-on>



Taxis

Blue Line – 613-238-1111
Capital – 613-744-3333
West Way – 613-727-0101

Free Shuttles

The Ottawa Hospital Shuttle runs **every 20 minutes** between the General, Riverside and Civic

campuses. You will receive the schedule in person.

The University of Ottawa Shuttle runs between the uOttawa's downtown campus, Lees Campus, Saint Paul University, Roger Guindon Hall and Peter Morand. See link below for schedule.

<http://www.protection.uottawa.ca/en/shuttle.html>

Driver's Licence

In order to drive a car in the province of Ontario, you must either hold an International Driving License or an Ontario Driving License. It is illegal to operate a motorized vehicle without a license. You are required to apply for an Ontario driver's licence within 60 days of residing in Ontario, if applicable. Visit the Ontario Ministry of Transportation website for more details:

<http://www.mto.gov.on.ca/english/>.

To schedule a driving test, visit the following Ministry of Transportation of Ontario website at <http://www.drivetest.ca> or call 1-888-570-6110 or 647-776-0331 for an automated phone booking line.

Daycare and Schooling

If you are travelling to Ottawa with children, you may find the daycare and schooling information noted below to be useful.

Daycare

There are two types of daycare in Ottawa: licensed (can be home-based or centre-based), and non-licensed (or private).

All of the information about licensed daycare is centralized, as is the waiting list for a spot.

Please visit this website:

<http://ottawa.ca/en/residents/social-services/childrens-services/apply-child-care> to register, and they will be

able to specify which areas of the city, and even specific daycares for which you may wish to be waitlisted (the one on University of Ottawa main campus is called Bernadette Child Care Centre and the one near the General and CHEO hospital is Oasis Child Care Centre).

Another good website to visit is:

<http://www.afchildcare.on.ca/>.

Private childcare arrangements are made between the parents and a caregiver. Note that they are neither licensed nor inspected. Non-licensed daycares might be found at the following websites:

- <http://www.daycarebear.ca/>
- <http://www.ccprn.com/>
- <https://www.kijiji.ca/b-ottawa/childcare/k0l1700185?rb=true&dc=true>.

School

Before looking for schools for your child/children, you must find a place to live. A school will then be assigned depending on the geographic location of your home.

For all school boards, you must provide a proof of your status in Canada (work permit), proof of full-time studies at the University of Ottawa (can be requested at the PGME Office), and child/children's immigration papers.



French School Boards

- **Public Schools**
French Public School Board:
<http://www.cepeo.on.ca/>
613-742-8960
- **Catholic Schools**
French Catholic School Board:
<http://www.csdceo.ca/>
613-744-2555

English School Boards

- **Public Schools**

English Public School Board:

<http://www.ocdsb.ca>

613-721-1820

- **Catholic Schools**

English Catholic School Board:

<http://www.ocsb.ca/>

613-224-2222

English/French Second Language Courses

Courses in English as a Second Language (ESL) and French as a Second Language (FLS, *Français langue seconde*) are meant to help you improve your language skills. The courses are offered from a beginner level to an advanced level. Some of our FLS and ESL courses are offered in the blended format. To learn what blended courses are all about and how they can help you in your studies, visit our Blended Language Courses web page at:

<https://olbi.uottawa.ca/blended-courses>.

For more information on ESL/FLS courses, please visit the Official Languages and Bilingualism Institute website: <https://olbi.uottawa.ca/ESL-FLS>.

Affordable Shopping

Walmart: Every Day Low Prices.

Offers a selection of everything from fashion to automotive and housewares to electronics. Includes a pharmacy and groceries.

Giant Tiger: Affordable, on-trend home and family fashions, groceries, and everyday necessities at low prices.

Costco: A membership-only warehouse club that provides a wide selection of merchandise. Focuses on selling products at low prices, often at very high volume. These goods are usually bulk-packaged and marketed primarily to large families and businesses.

Dollarama: Offers a broad assortment of everyday consumer products, general merchandise and seasonal items. Products are \$4.00 or less.

Kijiji: Classifieds to buy, sell, or trade almost anything! Used cars, pets, jobs, services, electronics, homes, boats for sale and more. Usually **used items**.

Facebook Marketplace: Buy or sell new and used items easily. From home décor to trendy fashion, you can find thousands of items!

Furniture and Clothing

Winners & HomeSense: Selections vary by store with rack-after-rack of brand name and designer label fashions & footwear for women, men and children along with home accents and housewares at 20% to 60% less than department & specialty store.

IKEA: Modern style ready-to-assemble furniture and home accessories. Include storage options, lighting, decor products, kitchen appliances and beds.

Lower Priced Grocery Stores

Food Basics; No Frills

City of Ottawa “Hot Spots”

ByWard Market: remains a unique pedestrian friendly destination with eclectic grocery items, prepared meals as well as boutiques, coffee shops, and restaurants.

<https://ottawatourism.ca/en/about-ottawa/neighbourhoods/byward-market>

Sparks Street: One block south of Parliament Hill, historic and pedestrian Sparks Street offers shopping, dining, events, tours, festivals and so much more.



<https://ottawatourism.ca/en/about-ottawa/neighbourhoods/sparks-street>

Lansdowne Park: world-class attraction with modern amenities, courtyards, heritage buildings, stores, entertainment, restaurants, markets, and green space.

<https://www.tdplace.ca/lansdowne-park/>

Ottawa Train Yards: Ottawa’s premier shopping district including Banks & Services, Beauty & Health, Department Stores, Electronics, Entertainment, Fashion, Home Fashion, Home Furnishing, Restaurants, Specialty Stores and Sporting Goods.

<https://ottawatrainsyards.com/directory>

Kanata Entertainment Centrum: a convenient outdoor shopping centre that offers more than 47 brand name stores, restaurants, services, and entertainment.

entertainmentcentrumkanata.com/directory

Tanger Outlets: provides a unique shopping experience with hundreds of brands at unbeatable value!

<https://www.tangercanada.com/ottawa/>

APPENDIX I

University of Ottawa – Affiliated Teaching Hospitals

Children's Hospital of Eastern Ontario (CHEO)

401 Smyth Road
Ottawa, Ontario K1H 8L1
Tel.: 613-737-7600
<https://www.cheo.on.ca>

The Royal Ottawa Mental Health Centre

1145 Carling Avenue
Ottawa, Ontario K1Z 7K4
Tel.: 613-722-6521
<https://www.theroyal.ca>

Bruyère Continuing Care

43 Bruyère Street
Ottawa, Ontario K1N 5C8
Tel.: 613-562-6262
<http://www.bruyere.org>

Hôpital Monfort

713 Montreal Road
Ottawa, Ontario K1K 0T2
Tel.: 613-746-4621
<https://www.hopitalmontfort.com/>

The Ottawa Hospital (TOH) (4 campuses)

Civic Campus

1053 Carling Avenue
Ottawa, Ontario K1Y 4E9
Tel. 613-798-5555
<https://www.ottawahospital.on.ca>

General Campus

501 Smyth Road
Ottawa, Ontario K1H 8L6
Tel.: 613-737-8899
<https://www.ottawahospital.on.ca>

Riverside Campus

1967 Riverside Drive
Ottawa, Ontario K1H 7W9
Tel.: 613-738-7100 or 613-722-7000
<https://www.ottawahospital.on.ca>

The Rehabilitation Centre

505 Smyth Road
Ottawa, Ontario K1H 8M2
Tel.: 613-737-7350 or 613-722-7000
<https://www.ottawahospital.on.ca>



APPENDIX II

Bookstore and Library Services



**University of
Ottawa
Bookstore**
Jock Turcot Hall
85 University
(Main Campus)
Tel.: 613-562-
5353

Monday to Friday
8:00 a.m. to 6
p.m.
Saturday
10 a.m. to 4 p.m.

Morisset Library
Morrisset Hall
65 University
(Main Campus)
Tel.: 613-562-
5213

Monday to Friday
7 a.m. to 2 a.m.
Saturday and
Sunday
10 a.m. to 2 a.m.

**Health Sciences
Library**
Roger Guindon
Hall
451 Smyth Road,
Room 1020
Ottawa, Ontario
K1H 8M5
Tel.: 613-562-
5407

Monday to
Thursday
8 a.m. to 10:30
p.m.
Friday:
8 a.m. to 8 p.m.
Saturday and
Sunday
9 a.m. to 7 p.m.

**The Ottawa
Hospital –
General Campus
Library, Eye**

Monday to Friday
8:00 a.m. to 4:00
p.m.

**Institute
Building**
501 Smyth Road,
room 1404
Tel.: 613-737-
8899, extension
78530

**Ottawa Hospital
- Civic Campus
Library, Main
Building**
1053 Carling
Ave, Room D104
Tel.: 613-798-
5555, extension
14450

Monday to Friday
8:30 a.m. to 4:30
p.m.

**CHEO Conway
Library**
401 Smyth Road,
first floor
(basement)
Tel.: 613-737-
7600, extension
2206

Monday to Friday
8 a.m. to 4:00 p.m.
(with CHEO
employee badge,
24 hour access)

**The Royal Ottawa
-
Mental Health
Centre 1145
Carling Ave, Room
2100
Tel.: 613-722-
6521, extension
6899**

Monday to
Friday
9 a.m. to 4:30
p.m. and
6 p.m. to 9 p.m.
Saturday and
Sunday
10 a.m. to 2 p.m.