

Welcome to Windsor

2017-2018

Guide for Trainees

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July 1, 2017

Welcome to Schulich Medicine's Windsor Campus

On behalf of the entire Schulich Medicine Windsor Campus family thank you for selecting Windsor/Essex as a location for your continued medical training. I also want to extend a warm welcome to you, and if they have joined you your family member(s)! Please know that my colleagues and I will do everything possible to ensure your time here will be academically rewarding and personally enjoyable.

Medical education in Windsor/Essex is a relatively new phenomena: medical residents have only been training in Windsor on a regular basis since the early 2000's. The doors of the Windsor Campus opened just a few short years ago (2008). That said, this is a part of Canada that has historically experienced challenges with its supply of medical practitioners. As a result, it is fair to say that the local community is absolutely delighted that medical education is now firmly rooted here. I think you will find this to be the case as you interact with house staff, allied professionals and most importantly the patients you will see. I will predict that you will find them all very receptive to your being here.

Healthcare in Windsor/Essex is undergoing a dramatic transformation and therefore you have chosen an exciting time for your training. Increasingly, local healthcare leaders are planning services from a systems perspective including the proposal for a new state-of-the-art acute care hospital. While here, I hope that you will gain a sense of the excitement and optimism that is alive in this community.

I also hope that you will have an opportunity to see what it is like to live in the Windsor/Essex County area. The numerous parks including my favorite which extends roughly five kilometers along the Detroit River, the scenic views, the unique habitat of Point Pelee National Park, walking and biking trails, mild winters, top tier entertainment and sporting events, it is all here in a vibrant, tolerant and diverse community! I am confident that you will be amazed at how much you will appreciate not only your exceptional training experience but also the extra-curricular activities. I also want you to know that we will stand by our promises. Should you have an issue that seems to defy resolution through normal channels, please feel free to be in touch with me: (519) 819-2034.

In closing, welcome to Windsor/Essex and I wish you a wonderful visit and training experience!

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Gerry Cooper', with a stylized flourish at the end.

Gerry Cooper EdD
Associate Dean

Message from the Chief Resident:

Dr. Mathew Dibartolomeo Chief Resident- Family Medicine Windsor Campus

Email: mdibart4@uwo.ca

As Chief Resident, I am a member of the Schulich Windsor Campus Academic Committee and act as the representative of all Windsor and visiting residents at our monthly meetings. Should you have any questions or concerns about your rotation or the Windsor Campus, please feel free to contact me.

OVERVIEW

Locations:

University of Windsor

Schulich School of Medicine & Dentistry - Windsor Campus
University of Windsor,
Dr. Murray O'Neil Medical Education Centre,
Room 1100
401 Sunset Ave
Windsor, ON, N9B 3P4

Hospital Addresses and Offices

Windsor Regional Hospital (WRH) - Metropolitan Campus
Offices located on the 4th floor, room 4303 and 4306, ME-3401
1995 Lens Ave
Windsor, Ont., N8W 1L9

Windsor Regional Hospital (WRH) – Ouellette Campus
Offices located on the 5th floor, room 5.469, 5.535, 5.536
1030 Ouellette Ave
Windsor, Ont. N9A 1E1

Hotel Dieu Grace Healthcare – Tayfour Campus
No office on site.
1453 Prince Road
Windsor, Ont. N9C 3Z4

Schulich Suite

Ouellette Campus

Available to all Windsor Campus Learners, the suite is:

- located on the 5th floor of WRH – Ouellette Campus, Room 5.469
- couch,
- 2 chairs,
- desk,
- fridge,
- television,
- lockers,
- 2 computers,

- printer
- photocopier/fax machine. Two on call rooms are also located within this area.

Metropolitan Campus

Available to all Windsor Campus Learners, the suite is:

- located on the 4th floor of WRH – Met Campus, Room 4308
- couch,
- desk,
- fridge,
- television,
- lockers,
- 1 computers
- printer
- photocopier/fax machine.

Access Code for the lounge is 2,4 & 3. Press number 2 & 4 at the same time then press 3

Schulich Suite Access

Your hospital prox card will allow you swipe-card access into this area

Call Rooms

WRH – Met Campus

1 call room on 4th floor

1 call room on 2nd floor

2 call rooms on 3rd floor

WRH – Ouellette Campus

2 call rooms in Schulich suite

Photo I.D

Home school/hospital photo ID Badge required

Attire

Proper attire for the hospitals, clinics, physician offices; no blue jeans

Email

Email is the method of communication used by the SCHULICH Windsor Campus office. Please check your emails regularly to keep updated on events, rotation information, policies, etc. Schulich learners will be contacted using UWO accounts.

Cell Phones

Cell Phones will be provided by SCHULICH Windsor Campus Education Assistant staff on the first day of your rotation if required. You are responsible for the cell phone. Fees will be levied to individuals damaging, losing or not returning the cell phones. LOCAL CALLS ONLY. NO LONG DISTANCE. Please reference the Cell Phone Agreement.

Lockers

Lockers are located in the student lounge at both Met Campus and Ouellette Campus on a first come first serve basis.

Scrubs

SCHULICH Windsor Campus staff will provide access to Scrub-Ex machine for scrubs at the beginning of your rotation, if required. At the Met Campus- scrubs can be accessed on 2 East. At the Ouellette Campus scrubs can be accessed near the nurses station on the 2nd floor in the old OR.

Learner Equity & Wellness

The Learner Equity & Wellness Office is available to you while you are in Windsor on your rotations. We provide:

- supportive counseling,
- advice
- referrals related to workplace, health, academic and personal issues
- experienced treatment that you felt was inappropriate
- assistance if you have witnessed others being harassed or intimidated

WE CAN HELP!

Email: equitywellness@uwindsor.ca

Reimbursement for Travel

The office of Distributed Medical Education will fund travel for SCHULICH Windsor postgraduate trainees as follows:

- A. One trip by personal vehicle from London to Windsor for the purposes of moving to Windsor to participate in postgraduate training to a maximum of \$80 (200 kms x \$0.40 = \$80).
- B. One trip by personal vehicle from Windsor to London upon completion of their Windsor postgraduate training to a maximum of \$80 (200 kms x \$0.40 = \$80).

Though some travel will be necessary between Windsor and London, DME does not encourage trainee travel. DME will make every effort to assist trainees to attend teaching occurring in London via teleconference or videoconference. On a limited basis, DME will fund travel to London for teaching purposes only if teleconferencing or videoconferencing is not available. Please contact the Clinical Education Team Leader, Schulich School of Medicine & Dentistry, Windsor, for further details. In the event of a family or personal emergency, DME will assist trainees with travel at DME's discretion.

To claim travel for reimbursement, please use the link here: Core & Electives Expense PGE Form

http://www.schulich.uwo.ca/distributededucation/forms_and_policies/distributed_education_travel_accommodation_policy.html

Please include the following information in your claim

Travel – London/Windsor or Windsor/London

- dates of travel
- destination of travel
- reason for travel
- amount of kilometers traveled
- current mailing address and contact information

** Meals cannot be expensed.

ACCOMMODATIONS

Address

Medical Arts Building
1011 Ouellette Avenue
Windsor Ontario N9A 4J9

Accommodation Application Form:

https://www.schulich.uwo.ca/medicine/undergraduate/windsor_forms/windsor_housing_request_form.html

https://www.schulich.uwo.ca/medicine/undergraduate/windsor_forms/windsor_trainee_accommodation_agreement.html

NB: Upon confirmation that a student or resident will be completing a rotation in Windsor, the SCHULICH Windsor office will proceed with booking accommodations based on availability however a housing form must be filled out by the link note above.

Family Unit

The SCHULICH Windsor Campus has 2 units which shall be designated for the use of a family requiring accommodation in Windsor. Each family unit has:

- two bedrooms with two queen beds,
- full kitchen,
- 2 full private baths,
- living area.

The use of these units shall be subject to availability and will be allocated on a first come first serve basis. Due to fire regulations a maximum of 6 people (family) will be eligible to stay in the unit.

Single Unit Accommodation

The SCHULICH Windsor Campus has **21 single** units which shall be designated for the use of a single learner requiring accommodations in Windsor. Each unit has:

- one queen size bed,
- mini fridge,
- microwave,
- private bath with shower,
- desk,
- television

The use of these units shall be subject to availability and will be allocated on a first come first served basis. Due to fire regulations a maximum of 2 people will be eligible to stay in the unit.

Overnight Guests

Full names of all family members as well as any guests who will be staying over night must be provided to the Property Manager prior to arrival.

Pets

No pets, reptiles, animals, fish, etc. are allowed in the premises at any time unless there is an approved need for a service animal.

All service animal documentation must be provided prior to your arrival.

"Under the standard, an animal is a service animal if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or if the person has a letter from a physician or nurse verifying that the animal is required for reasons relating to his or her disability. If it is not obvious that the animal is a service animal, you are not required to allow the animal on your premises if the person does not have a letter from a physician or nurse, or an identification card from the Ministry of the Attorney General."

<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/customerService/trainingResourcesAOD/A/unit6.aspx>

Check In

Your room will be ready after 6p.m. the evening before the start date of your rotation. If you have any questions or concerns regarding this, please contact the Property Manager.

Check Out

You must vacate your room the morning of your last rotation day prior to 11:00a.m.

Leave your unit (room) keys in the drop box located in the common area next to the elevator.

Extended Check Out

If you require extended time due to your call schedule please contact the the Clinical Education Team Leader **2 weeks prior** to your rotation starting

Email: Bianca.Vasapolli@wrh.on.ca

Parking/Security

Parking is available on the South side of the Medical Arts building(1011 Ouellette) or near the Medical Arts Building in the Voce parking lot 2 doors South(1037 Ouellette) for residents only. A parking pass will be issued via email. Print this off and place it on your dash board of your car during your stay. All family members can park in the city lot on the corner of Erie and Goyeau.

If you are a trainee at the Ouellette Campus only, you will be required to park in the public lot on the corner of Goyeau and Erie.

Please note you cannot park on the sidewalk or the street. Any parking ticket issued by the City of Windsor Parking Authority is your responsibility and not the responsibility of the SCHULICH Windsor.

1. **Security Escort** - If at any point during your rotation you require security as an escort, from hospital parking lot(s) or to the MAB, up to the corner of Ouellette and Erie (due to their collective contract it inhibits them to walk off hospital property to cross over to the MAB), please know they available to you 24 hrs per day, 7 days a week. Please contact them directly to arrange this service at either campus.

Ouellette Campus- Outside line- 519-254-5577 ext. 33192 / or in-house phone dial the ext. directly 33192

Met Campus- Outside line- 519-254-5577 ext. 52215 / or in-house phone dial the ext. directly 52215

2. **PALS- Personal Alarm Locating System-** In the case of an emergency, if you feel unsafe or see criminal activity, press your PALS alarm. This will alert security wherever you are at each hospital site in case of an emergency. This is voluntary and can be picked up the first day of your rotation in room B.504C (demonstration with Susie Adoranti ext. 33160)
PALS ALARM- WRH-OC- Must be returned to room B.504C. Lost alarms will be subject to a replacement cost of \$125.00

3. **Surveillance-** there is a security surveillance system at the following sites:

- WRH Ouellette and Met hospital grounds
- Parking lot G

- Medical Arts Building
- Dr. Murray O’Neil Medical Education Centre at the University of Windsor.

Key Access

Upon arrival in Windsor, keys/access cards will be available for pick up from the security office at Windsor Regional Hospital-Ouellette Campus located in the parking garage on the ground floor. Your key fob for accommodations must be signed out. The Medical Arts Building is a secure facility, only those that reside in the building and have been provided a key/fob or prox card should be allowed entry. **Should any issues arise please feel free to contact the Property Manager Kathy Kant by Cell Phone: 519-991-6362 or Email: mcant@cogeco.ca**

UPON COMPLETION OF YOUR ROTATION IN WINDSOR, PLEASE LEAVE KEYS IN THE DROP BOX located in the common area next to the elevator. There will be a charge to the resident for any keys not returned or lost, in order to produce a replacement card.

After Hours

For any issues that should arise after hours there could be up to a 4 hour delay in response. Please contact **Kathy Cant 519-991-6362** or **Jocelyn Amaral, Cell: 519-564-1001**

Laundry Facilities

A washer and dryer are available on site and located on each floor.

Bath Facilities

At a minimum, there is one full shower, sink and toilet in each unit.

A fully equipped kitchen with a full sized refrigerator, stove, microwave oven, coffee pot, all cooking utensils, pots and pans, plates, glasses, toaster, kettle, etc. is provided in the family units as well as the main/common area of the building.

A microwave and mini refrigerator are located in each unit.

Gym/Workout Facilities

There is a fully equipped workout room located on the lower level of the building that is available for use 24/7.

Cooking / Kitchen Exhaust – Common Kitchen/Family Suites

When using the common kitchen, or staying in the Family Suites, please be reminded to turn on the exhaust fan. This will allow all food smells to be carried outside the building. When this exhaust fan is not used the smells can and will filter through all floors. The fans will also help to remove any cooking smoke from the area. In the single units cooking is limited to microwave.

Telephone

Local Calls: Free.

Long Distance: You must use a calling card to make long distance phone calls.

There is a phone available in the common areas only.

Cable

A color TV /DVD with basic cable is available for viewing in each unit. Satellite is offered in the common area on the main floor and in the workout room.

Computers

All units have wireless internet access. Please note that computer access is also available at both hospitals (WRH and HDGH) and at the University of Windsor.

Internet

All units within the Medical Arts Building have high speed internet access. Should ANY INTERNET PROBLEMS occur, please contact the property manager, Cell: **519-991-6362**

The access to the Wi-Fi at the Medical Arts Building is as follows:

Username: UEGUEST

Password: hwx4mV\c

Outside Yard Work

Any issues should be facilitated with the Clinical Education Team Leader.

Garbage Day

Garbage bins are provided however it is up to each resident to ensure that garbage is removed on a regular basis and prior to your last day.

Recycle Bins

Recycling will be provided however it is up to each resident to ensure that all recycling is removed prior to your last day.

Cleaning

Please do the day-to-day clean up of the unit and the common areas of the building. No cleaning services are available during the week so you must clean up after yourself. Housekeeping services will be performed at the end of every block or can be made available for a fee, to the resident, on an as-needed basis for an additional cost. Please contact the Property Manager for further information.

Unit Access for Maintenance

24 hour notice will be provided when any maintenance is required. For emergency situations an email or phone call will be made to the occupant.

Fire Evacuation Instructions

Please refer to the back of the door in your unit for fire evacuation instructions on your first day of arrival.

There are fire pull stations on every floor.

Emergency Exits: the door right off the kitchen is an emergency exit only, please refrain from using this unless absolutely necessary.

Damage

Report any damage to the unit or premises immediately to the Property Manager.

The trainee will be solely responsible for any loss or damage to the premises or the property of Schulich – Windsor Campus or the Urban Enterprises Corporation located on the premises, including any loss or damage caused by the trainee and his or her guests or invitees. The trainee agrees that any such loss or damage will be recovered by Schulich-Windsor Campus from the trainee in the same manner as outstanding fees or fines, including the sealing of the trainee's academic record, until the loss or damage have been paid.

What to bring?

- ✓ Your own food and drink
- ✓ Your own laundry supplies
- ✓ Your own toiletries – this includes toilet paper and soap
- ✓ A calling card for long distance phone calls
- ✓ Any item that you feel you require for your stay. Cups, plates, utensils pots and pans are only supplied in the common kitchen.

Items that are supplied

- 1 set of bedding is supplied
- 1 set of towels are supplied

The Medical Arts Building or the Schulich Windsor Campus, do not have supplies such as cots, cribs, extra blankets, extra pillows, toiletries, laundry soap, shampoo etc. If additional supplies other than those that are available in each unit are required, the onus will be on the trainee to bring their own.

Your Responsibilities

- Keep your unit and common areas tidy
- Treat the furniture, units, accessories and neighbours with respect.
- Inform the Property Manager in advance if a service animal will be accompanying you
- All unit amenities must stay in the room: bed sheets, duvets, and towel set. These are for your use while in the unit and are not to be taken with you when you leave. There will be a charge to the occupant for any missing items.
- A signed tenancy agreement before you occupy the SCHULICH Windsor Campus accommodations at the Medical Arts Building, 1011 Ouellette Ave
- Early Check In/Late Check Out, anytime outside of the standard check in/out time arrangements must be made 2 weeks in advance.

Charges will be incurred by any trainee for

- Lost/misplace or not returned key/fob for their unit.
- cleaning as per discretion of the Schulich-Windsor Campus
- missing amenities
- misuse of the building/unit.

Inventory

During changeover, audits will be performed within your unit. An inventory list as seen below will also be made available to you at the start of your block. We ask that you verify the room audit by signing off on this form. If there is an issue with your audit upon check in, please contact the Property Manager as soon as possible.



Inventory- 1011
Floors 2 to 6 (January)

If you have any questions, please contact:

Kathy Cant, Property Manager
Tel: 519-991-6362
Email: mcant@cogeco.ca

Contacts

Clinical Education Team Leader- 519-973-4411 ext 31064

Bianca.vasapolli@wrh.on.ca

Education Assistants:

PGE Family Medicine - 519-973-4411 ext 33964

PGE & UGE Medicine - 519-973-4411 Ext 33380

UGE/PGE Paediatrics, Psychiatry, - 519-254-5577 ext 56424 or 76942

UGE & PGE Surgery & OB GYN - 519-254-5577 Ext 52507

For Travel Expenses:

Distributed Education Network
Schulich School of Medicine & Dentistry
The University of Western Ontario
Gordon J. Mogenson Building
UWO Research Park, Suite 225
100 Collip Circle, London ON N6G 4X8
Tel (519) 661-2111, Ext. 22146
Fax (519) 519 858-5131
Email: distributed.education@schulich.uwo.ca

Accommodations:

Kathy Cant, Property Manager

Tel: 519-991-6362

Email: mcant@cogeco.ca