

Resident FAQs

1. What happens when I contact learningadvocates@nosm.ca to ask for support?

When your email is sent to learningadvocates@nosm.ca, the email is received by the administrative staff who then contacts the Learning Advocates. Together, the Learning Advocates will review the email and determine who would be best and readily available to reach out to you.

2. Do I have to contact a Learning Advocate if I have a learning environment concern?

Can I contact someone else in my program or the Resident Wellness Program? There is no wrong door to report a learning environment concern. You may contact a Learning Advocate and/or the Resident Wellness Program. In some cases of students concerns, the Learning Advocates and Resident Wellness Program will be working together as a team to support you. How is my confidentiality maintained? Learning Advocates consider themselves within your Circle of Care. With your permission, we may expand the circle to include the Resident Wellness Office. We are physicians and respecting privacy, and confidentiality is part of our everyday work. Even though you are not our patient, we adhere to the same level of privacy and confidentiality. We are currently developing a process for the Learner to provide consent to share with the [Resident Wellness Program](#)

3. What kinds of concerns should I contact a Learning Advocate for?

Learning Advocates can be contacted for concerns related to the learning environment. This will look different to everyone and that is why we are here. Concerns may include, but are not limited to, student mistreatment, harassment and discrimination (including micro-aggressions). We are here to support you and help you navigate the situation.

4. Can I ask to reach a specific Learning Advocate?

You can reach out to a specific Learning Advocate. Please be aware that schedules and location will also be considered. We also use a team-based approach.

5. Will my program or any faculty member find out any information?

We honour your privacy and confidentiality. If there is a scenario where we have immediate concerns for your safety, we may have to broaden the circle of confidentiality. We will work on this together and discuss with you before involving others in your circle of care.

6. What would the specific steps be in an informal approach to a resolution?

A resident may express concerns on an informal basis to a Learning Advocate, the Program Director or an Associate Dean. We will attempt to resolve the matter on a confidential basis. Please refer to [NOSM's Policy and Procedure on Human Rights, Anti-Discrimination and Harassment](#) or the PGME Office NOSM [website](#).

- The Responding to Resident Concerns of Mistreatment [Procedure](#)

7. What happens when a resident contacts a Learning Advocate?

A Learning Advocate will reach out to you in a timely manner to discuss your concerns. We will start a dialogue of how you would like to proceed (e.g: Meet in person, over the phone, videoconference, by email).

8. What is the relationship to the Resident Wellness Office? to the PGME Office? to Faculty Affairs? to my clinical or work site?

With the knowledge and permission of the individual learner, Learning Advocates work in collaboration with faculty, staff and leaders at NOSM to act as a resource and support for any NOSM learner. We have the common goal of learner wellness and ensuring a safe and respectful learning environment.

9. If a faculty member, staff person or manager is the subject of an informal concern, how are they made aware of this? What happens in an informal resolution? And what happens to any file documentation which references them?

For informal concerns, faculty or staff may be involved as directed by the learner. If the learner feels safe, the Learning Advocates would be happy to facilitate a discussion with the faculty member, staff person or manager on their behalf or alongside them (e.g. a group meeting). However, if the learner's preference is to remain anonymous, this would be respected.

10. How will Learning Advocates engage with faculty development and overall support of NOSM's collective will to create a respectful, safe work and learning environment?

We as Learning Advocates, support healthy, respectful and safe learning and work environments and professionalism across NOSM. We will engage faculty in supporting this vision.