



# LEARNER SUPPORT GUIDE

NOSM UNIVERSITY

Learner Support Services

---



# LEARNER SUPPORT GUIDE

VER. 1.0

## Contents

Welcome.....	3
Guide.....	3
CAMPUS AMENITIES.....	3
On-Campus Amenities .....	3
Off-Campus Amenities .....	5
LEARNER SUPPORT SERVICES.....	6
Reporting Mistreatment .....	6
Sexual Violence Prevention .....	7
Accessibility and Accommodation.....	7
Learner Support Services and Events Calendar.....	7
Virtual Health and Wellness Hub .....	8
NOSMU Well App .....	8
Homewood Health.....	9
The Office of Financial Aid .....	9
UNDERGRADUATE MEDICAL EDUCATION (UME).....	9
Leave of Absence.....	9
Policies and Procedures.....	10
MyCurriculum   Learner Support Services .....	10
Peer Support Program.....	10
Learner Interest Groups .....	11
Study Rooms .....	11
MASTER OF MEDICAL STUDIES (MMS).....	11
Leave of Absence.....	11
Policies and Procedures.....	11
Graduate Studies Handbook.....	11
POST GRADUATE MEDICAL EDUCATION (PGME).....	12
Leave of Absences.....	12
Policies, Procedures and Forms.....	12
Resident Wellness Handout .....	12
NOSMU DIETETIC PRACTICUM PROGRAM (DPP).....	13

Leave of Absence.....	13
Policies and Procedures.....	13
Nutrition in the North Newsletter .....	13
Student Accounts.....	14
Francophone Affairs.....	14
Indigenous Affairs .....	15
Important Dates .....	15
Virtual Campus Tours.....	16

---

## Welcome

CONGRATULATIONS to all medical learners as you embark on this new and exciting chapter of your lives! The world of medicine is a realm of continuous learning and meaningful influence. At NOSM University, every day presents an opportunity to expand your knowledge and skills in the field of medicine. Embrace this journey with enthusiasm and dedication, knowing that each experience will shape you into a compassionate and skilled healthcare provider. Seize every opportunity to grow, collaborate with peers, and learn from experienced mentors. Your journey at NOSM University begins now! Trust in your abilities, embrace the challenges and celebrate every milestone along the way.

YOU MADE IT!

---

## Guide

This guide was created to help ease your way into your new program by answering some common questions that you may already be asking yourselves. It caters to all the existing programs and can be a bit overwhelming. Feel free to focus on finding the information you need without reading the whole document by clicking on sections of the table of content. You will find information regarding taking time off, getting accommodations, reporting mistreatment, navigating campus facilities, joining interest groups, accessing health benefits and wellness incentives and more.

*This guide was crafted to ease your orientation into NOSMU. If there are any areas we've overlooked or ways we can improve, please share your feedback with us at [learnersupportservices@nosm.ca](mailto:learnersupportservices@nosm.ca).*

## CAMPUS AMENITIES

---

### On-Campus Amenities

#### **Parking**

NOSM University has two campuses – one is located at Laurentian University in Sudbury and the other at Lakehead University in Thunder Bay. To secure a parking spot at Laurentian, please visit [Laurentian Parking](#). The closest parking lot to NOSM University in Sudbury is Lot 11. To secure a parking spot at Lakehead, please visit [Lakehead Parking](#). All parking spots in Lakehead are given on a first-come first-serve basis.

## Learner Lounge

NOSMU has a lounge on each campus designed to provide a comfortable environment for learners to unwind and socialize. It includes amenities such as a fridge, microwaves and coffee maker for convenience. The lounge also has a bulletin board where you can often learn about various ongoing campus activities. The Learner lounge is easily identifiable and located at MSE 106 on the Sudbury campus and at MS 1013 on the Thunder Bay campus.

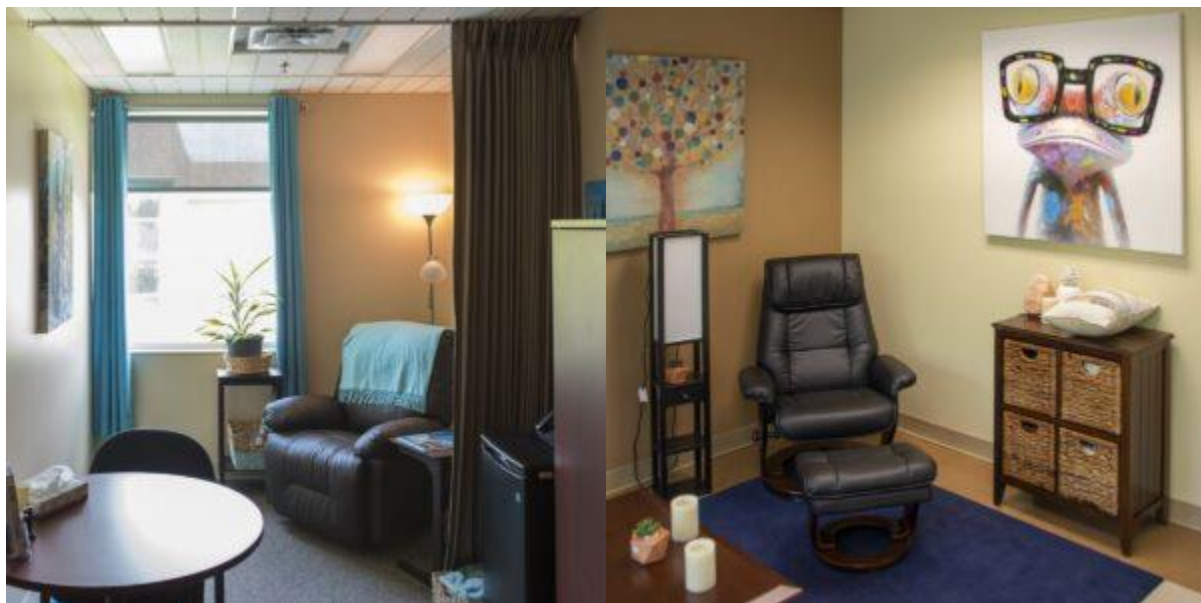
**Did you know?** The Student Council office and the Undergraduate Medical Education (UME) Y1 and Y2 students' mailboxes are also located in the student lounge.

## Wellness Room

The NOSMU Wellness Rooms has been generously sponsored by Mrs. Clare Shields in honour of her husband, Dr. Garwood Shields.

Dr. Shields was an empathetic physician who practiced in Sudbury and Toronto. Mrs. Shields is an advocate for support for learner wellness. Through her generous donation, NOSM University learners have a place to find sanctuary from the everyday challenges of medical education. The wellness rooms include calming aesthetics and provide coffee, hot chocolate, and tea for learners on a regular basis.

The wellness room is located at MS 2001A on the Thunder Bay campus and HSERC 100D on the Sudbury campus. The wellness room can also be reserved for learners looking for a quiet space, such as breastfeeding mothers. You can reserve the wellness room for short periods by reaching out to your assigned [Learner Affairs Officer](#).



## Spiritual Space

The spiritual room is designed to serve as a space of tranquillity. It is a space designated for reflection, meditation, prayer or spiritual practices. It is an inclusive and quiet space that supports the holistic wellbeing of learners by encouraging mindfulness. The spiritual room is located at HSERC 136 on the Sudbury campus and **coming soon** to the Thunder Bay Campus.

## Indigenous Culture Room

The Indigenous Culture room is a dedicated space that honours and supports the culture and heritage of Indigenous learners. It is a safe environment where Indigenous learners can gather, connect and celebrate their identities. The Indigenous room is located at HSERC 138A on the Sudbury campus and MS 2015 on the Thunder Bay Campus.

---

## Off-Campus Amenities

### Health Benefit

For MD, DPP, and Graduate students, your health care benefits are available through the [NOSM University Student Council](#). For Residents, your Health Care Benefits are available through [PARO](#).

### Gym

Keeping in mind the nature of medical education, both the YMCA and the Canada Games Complex have graciously provided the ability for NOSM University Learners to purchase monthly passes without penalties. You will not be penalized if you wish to purchase a monthly pass for one month and skip a month. There are also options for longer-term memberships with both organizations.

The monthly membership fee at the Canada Games Complex in Thunder Bay for full monthly access is: \$53.45+HST

The monthly membership fee at the YMCA in Sudbury for full monthly access is: \$52.00 + HST

### Parks and Trails

**Did you know?** The TransCanada trail passes through Sudbury and Thunder Bay. This iconic trail spans across Canada and offers an unparalleled opportunity for outdoor exploration. Nestled across Northern Ontario, there is an array of beautiful parks and trails that you are more than welcome to explore.

## **Sudbury**

Sudbury has many hiking trails and a number of relaxing evergreen parks for maintaining your wellbeing. Whether you are looking for a good outdoor workout or want to enjoy nature, you can explore the Greater [Sudbury Conservation Areas and Trails](#) to find the right spot for you. Places like Bell Park, the Laurentian Conversation Area and more provide serene environments for socialization, exercise, and exploration.

## **Thunder Bay**

Experience the natural wonders of Thunder Bay through its diverse outdoor and recreational spaces. The city boasts 129 parks and over 55 km of paved recreational trails. From Hillcrest Park to the Sleeping Giant Provincial Park, there is a perfect spot for every outdoor adventure. To find the right park or trail for you, visit [Thunder Bay City Parks](#).

## **LEARNER SUPPORT SERVICES**

NOSM University's Learner Support Services Office operates in consultation with the academic program but is a confidential service for individual learners, at arm's length from academics.

[Learner Support Services](#) offers services and support which assist learners academically, personally and financially. It also has a primary role in career development, learner wellness and support for learner initiatives.

### **Learner Affairs Officers (LAO)**

The health and wellness of all learners is our top priority at Learner Support Services. The Learners Affairs Officers provide support for the wellbeing of all learners through individual meetings and group sessions. To learn more about our LAOs, visit [Learner Support](#).

---

## **Reporting Mistreatment**

As part of the NOSM University community, individuals have the right to an environment that is free from harassment and discrimination while protecting academic freedom including the rights to freedom of expression and inquiry.

To learn more about how NOSMU is addressing Learner Mistreatment, visit:

[Addressing Learner Mistreatment](#)  
[Human Rights, Anti-Discrimination and Harassment Policy](#)  
[Mistreatment Disclosure Form](#)



---

## Sexual Violence Prevention

NOSM University firmly stands against any form of sexual misconduct, harassment or assault. We are unwavering in our dedication to fostering a community that is safe, inclusive and respectful for all. The Sexual Violence Prevention site houses resources that will aid in identifying, mitigating, and reporting instances of sexual violence. It also includes information on support services available for survivors and a mandatory training module on Sexual Violence Prevention (SVP).

To learn more visit [NOSMU | SVP](#). If you have any questions regarding the Sexual Violence Prevention Program, please reach out to [svpsinfo@nosm.ca](mailto:svpsinfo@nosm.ca).

---

## Accessibility and Accommodation

NOSM University is committed to providing equal opportunity, individualized accommodations, and supports to learners with disabilities. It is NOSM University's duty to provide reasonable academic accommodations including in the clinical environment for learners who require them. For more information regarding our accommodation and accessibility services and the intake process, please visit [Accessibility and Accommodation](#).

You can also send any inquiries that you may have to [accessibilityadvisor@nosm.ca](mailto:accessibilityadvisor@nosm.ca).

---

## Learner Support Services and Events Calendar

The Learner Support Services and Events Calendar is a guide that highlights a plethora of ongoing activities and events happening at the universities. It advertises Special Educational Experiences (SEEs), workshops, interest club activities, learner-led events, whole-school celebrations, guest lectures and more. It is updated regularly and promotes opportunities for networking, skill development and intellectual advancement.

Learner Support Services assists with scheduling various events and meetings for the NOSM University UME student interest groups and NOSM U Student Council. To help facilitate the planning of events, the [NOSM U Student Interest Group Event Request Form](#) **must be** completed in full for all requests. Depending on the event requirements, you may be required to complete additional forms. These events can also be added to the Calendar if eligible.

Please download the [Learner Support Services and Events Calendar](#).

---

## Virtual Health and Wellness Hub

[The Virtual Health and Wellness Hub](#) is designed to be your one stop resource shop for everything wellness, accessible to you regardless of your location. It is a centralized space where you can find resources to support your mental, physical, academic wellbeing and more.

**Did you know?** NOSMU hosts a 50 minute virtual [yoga session](#) every Monday at noon. Find this and more on the NOSMU Virtual Health and Wellness Hub.

---

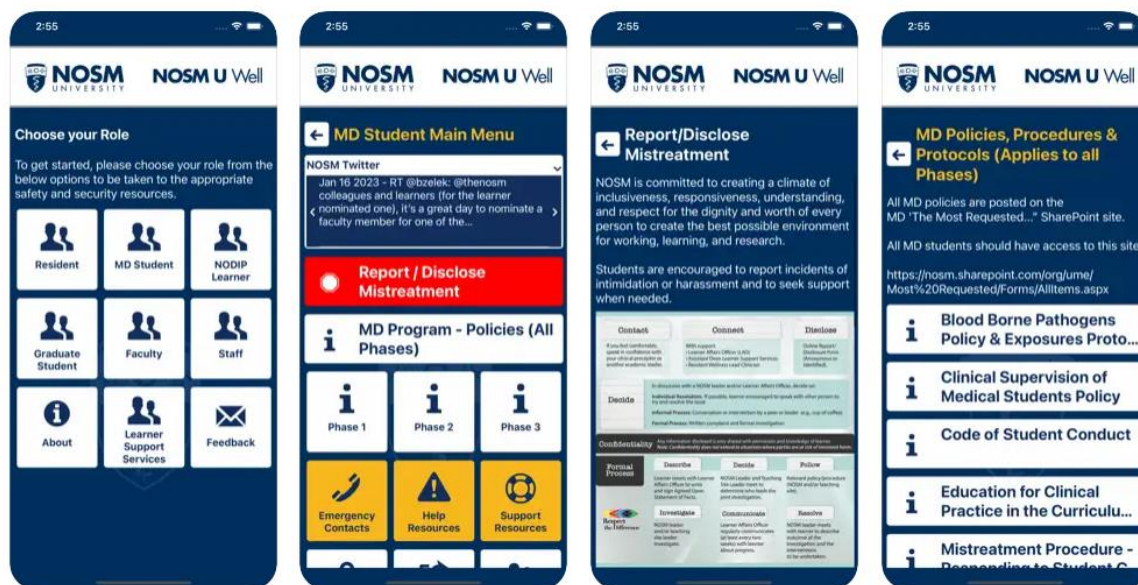
## NOSMU Well App

The NOSMU Well App is the official safety app of NOSM University. The app features emergency contacts, crisis alerts, location services, wellness resources, and much more!

**Did you know?** The app is the fastest and easiest way for PGME residents to utilize the Resident Wellness Taxi Program. To download the NOSMU Well App on Apple Products visit:



For Android users please go to your Google Play store to download "NOSM U Well" app.



---

## Homewood Health

[Homewood Health™](#) is the Student Assistance Program (SAP) provider for NOSMU learners and their eligible family members. The SAP provides you with confidential wellness services and ongoing professional counselling (up to 20 sessions) that are there to provide support for those times when a little extra help is needed.

Homewood Health is a private Canadian company specializing in assistance programs for over 40 years. They offer a continuum of services that spans health promotion, mental health and addictions treatment, and prevention-focused work-life counselling services.

To learn more about registration and their services, browse [NOSMU's Homewood Health | FAQ](#)

---

## The Office of Financial Aid

Everyone knows education in healthcare professions is expensive. The Office of Financial Aid (FA Office) at NOSM University supports all learners by providing guidance on financing their education, whether through scholarships, bursaries, loans, or other resources. They help learners understand their financial options, assist with a variety of application processes, and provide one-on-one as well as group financial education sessions.

To learn more about their services and current opportunities for bursaries and scholarships, visit [the Financial Aid Office](#).

## UNDERGRADUATE MEDICAL EDUCATION (UME)

---

### Leave of Absence

#### Phase 1 & 2

Phase 1 students are allotted up to 3 flex days per academic year for personal days, with the exception of mandatory summative assessment days. You do not need to disclose the reason for using your flex day, but you must notify the appropriate contacts of your absence.

Phase 2 students are allotted weekly half-day personal times, which can be combined to make up to 2 personal days during your placements.

Phase 1 and 2 Students with health or personal matters that may interrupt their academic commitments must notify the appropriate contacts and fill out the [Request for Approval of Absence from UME Program](#) form.

### Phase 3

During Phase 3, students are permitted to take up to four flex days per academic year during their clinical rotations to attend to personal matters. Students who wish to apply for a leave of absence must reach out to the Rotation Clerkship Lead or the Phase 3 Co-Directors and complete the [electronic leave form](#). Phase 3 students are expected to make up for any missed time in core rotations, program elements, or elective rotations.

[Request for Approval of Absence from UME Program](#)  
[Pregnancy and New Parenthood during the Undergraduate Medical Education Program](#)

---

### Policies and Procedures

It is important to familiarize yourself with the current Policies and Procedures that govern NOSMU UME's academic curriculum and student conduct. On the [UME Most Requested](#) SharePoint site, you will find detailed procedures on academic appeals, leaves of absence, reporting injury and more.

For any inquiries, please reach out to [ume@nosm.ca](mailto:ume@nosm.ca).

---

### MyCurriculum | Learner Support Services

Under MyCurriculum, Learner Support Services offers a program that entails Career Advising, Wellness and Inclusion. You can also find the Learner Affairs News, FAQs, CaRMS Feed and more posted on [MyCurriculum| Learner Support Services](#).

**Did you know?** In 2022, the AFMC launched CANPREPP, an online portal where undergraduate medical students can explore every Canadian Residency Program that exists. Visit [CANPREPP](#) to learn more.

For any inquiries, please reach out to [ume@nosm.ca](mailto:ume@nosm.ca).

---

### Peer Support Program

Many of you will experience similar things in the MD program, and you may want to reach out and talk to someone with that same lived experience. The Peer Support Network is a student-run initiative that connects UME students who require support with UME student Peer Supporters. Peer Supporters can be accessed through [the Peer Support Request form](#) and are available to chat with you when you are in need.

If you have any questions or concerns, please reach out to [peersupport@nosm.ca](mailto:peersupport@nosm.ca)!

---

## Learner Interest Groups

Through the NOSMU Student Council, you can join a variety of [Interest Groups](#) that explore different medical specialties and special topics in healthcare, such as the Surgical Interest Group.

To learn more about the Student Council offered services and events, please visit [NOSMUSC](#).

---

## Study Rooms

Both NOSMU Campuses have rooms designed to be a quiet space for studying. These rooms are equipped with modern amenities such as screen displays and video conferencing technologies to foster collaborative learning. The study rooms range in capacity from individual rooms to group study rooms.

The Health Sciences Library located at MSE 120 on the Sudbury Campus and MSW 2007 on the Thunder Bay Campus also has a small selection of group study rooms that can be booked via their website: [NOSMU | Library](#)

---

## MASTER OF MEDICAL STUDIES (MMS)

---

### Leave of Absence

Graduate students can request leave for various reasons including personal or medical purposes. Students who wish to apply for a Leave of Absence are required to fill out the [Leave of Absence Form \(FRM-006\)](#), and submit it to [graduatestudies@nosm.ca](mailto:graduatestudies@nosm.ca).

---

### Policies and Procedures

It is crucial for all Graduate Studies learners to understand and meet all policies and regulations associated with the Graduate Studies Program. All current Policies and Procedures for MMS are housed on the [Graduate Studies Intranet](#).

*[The Intranet](#) also hosts information on Research Funding, Academic Appeal, the MMS Course Map and more.*

---

### Graduate Studies Handbook

The Graduate Studies Student Handbook was created as a guide to help you navigate the program

with clarity. It provides detailed information on program requirements, contacts, responsibilities, committees, policies, guidelines, and academic information related to the Graduate Studies Program.

It is also mandatory for all students to attest to reviewing and understanding the handbook. The 2024-2025 Graduate Studies Handbook is coming soon.

[Archive 2023-2024 Graduate Studies Student Handbook](#)

For more information or to submit an inquiry, please contact [graduatestudies@nosm.ca](mailto:graduatestudies@nosm.ca).

## POST GRADUATE MEDICAL EDUCATION (PGME)

---

### Leave of Absences

Residents are entitled to leave time as outlined within the terms of the PARO-OTH Collective Agreement. Residents must request Leave of Absence in [PaNDa](#) (the clinical scheduling and leave request system) with the exception of Pregnancy and/or Parental Leave and Medical Leave.

[Leave Time and Procedures - Resident Checklist](#)  
[Pregnancy and/or Parental Leave Form](#)

For information on PGME Leave of Absences, including how to request for a Pregnancy and/or Parental Leave or a Medical Leave, please review the [PGME Leaves of Absence Policy](#)

---

### Policies, Procedures and Forms

The PGME Policies, Procedure and Forms resource site outlines all the rules and regulations that govern the PGME Program, which are important for you to know and understand. It includes detailed information on procedures such as Funding and Reimbursement, Accommodation, Transfers, Leaves of Absence, Resident Employee Benefits and Administration and more. It also includes all the necessary policies and forms that you might need throughout your program.

Browse through the [Policies, Procedure and Forms](#) site for more information.

---

### Resident Wellness Handout

Residency provides a unique opportunity to learn, grow and set the stage for the rest of your career. Residency also has its challenges. While you will face high expectations, the NOSM University

Resident Wellness program aims to ensure that you also have a high degree of support. To this aim, the Resident Affairs have created the [Resident Wellness Handout](#).

This Handout provides digestible information on wellness support for the PGME program such as necessary contact information, crisis support and a non-exhaustive list of services hosted under the wellness program.

**Did you know?** As a NOSMU Resident, if you are [too tired to drive home safely](#) after an extended or overnight shift, do not get behind the wheel. NOSM University will reimburse you for the cost of a taxi trip from the hospital to your residence in the same city, as well as the cost of retrieving your car later.

## NOSMU DIETETIC PRACTICUM PROGRAM (DPP)

---

### Leave of Absence

Dietetic interns follow the work schedule of their preceptors on placement, which is typically Monday to Friday. Interns are not required to work on statutory holidays and are entitled to two weeks of vacation in December. Additional time off may be taken for personal reasons, however due to the nature of the program, time lost in excess of 2 days per 3-4 weeks placement may result in program extensions.

[Attendance Expectations/Absenteeism Policy](#)  
[Dietetic Intern's Application for Leave of Absence](#)

---

### Policies and Procedures

Information regarding the DPP Policies and procedures can be found on the [DPP SharePoint](#). The SharePoint also houses information regarding academic resources, professional developments schedules, and other program information.

---

### Nutrition in the North Newsletter

Nutrition in the North provides a digest of insights, updates and achievements within the DPP. It keeps you informed about what is happening in nutrition education and the Dietetic community.

Read about [what's new with DPP](#), and explore other topics: [Nutrition in the North](#)





## Student Accounts

---

Student Accounts supports all learners in managing your financial responsibilities pertaining to NOSM University. They assist learners with understanding and fulfilling your tuition and fee obligations.

Visit [Student Accounts](#), for information on their services including information regarding the refund schedule for all programs, the current academic schedule of fees, regulations, tuition and fees, sponsored learners, and more.

For inquiries such as tuition deferrals, payment methods, and refunds, contact [accounts@nosm.ca](mailto:accounts@nosm.ca).

## Francophone Affairs

---

The Office of Francophone Affairs (OFA) is committed to building the capacity of Francophone and Francophile medical learners at NOSM University. To this end, they organize numerous activities in French or bilingual in a variety of fields. They offer services such as the Francophone Curricular Initiative, the Francophone Reference Group, and the Francophone Symposia.



As a UME student, would you like an opportunity to participate in French as a Second Language classes, or learn medical terminology in French? As a resident, would you like to receive hands-on training sessions en Français? Contact [affaires.francophones@nosm.ca](mailto:affaires.francophones@nosm.ca).

To learn more about Francophone Affairs, visit [Francophone Engagement](#).

## Indigenous Affairs

---

[Indigenous Affairs \(IA\)](#) provides a variety of unique services through the facilitation of culturally relevant supports that assist the community in maintaining balance in mental, physical, emotional and spiritual self. They identify and implement initiatives in support of NOSM University's commitment to Northern Ontario communities and First Nations. Initiatives include ensuring meaningful collaboration with Indigenous communities, assisting in the recruitment of Indigenous students, recruiting Indigenous communities for medical learners and more.

The IA team also host and support a variety of events throughout the year including Knowledge Sharing Circles, youth engagement activities, National Day for Truth and Reconciliation, and National Indigenous History Month.

Subscribe to the [Indigenous Affairs Calendar](#) to keep up to date on opportunities, get involved and learn more about Indigenous cultures, such as the Knowledge Sharing Circles, which are open to all NOSM University learners and community members.

*Indigenous learners are always welcome to use the Indigenous Cultural Room on both campuses to maintain their wellbeing.*

## Important Dates

---

The Important Date resource is an essential page for staying informed about key events, general academic deadlines and milestones throughout the academic year. You can find resources such as the University Closure days, the 2023-2024 Academic Schedule for the UME and MMS programs, Senate Dates, and more.

Bookmark [Important Dates](#)

## Virtual Campus Tours

---

Embark on a virtual journey to explore NOSM University campuses from the comfort of your home.

[Sudbury NOSM University Campus Tour](#)

[Thunder Bay NOSM University Campus Tour](#)

[Thunder Bay ATAC Building Tour](#)