



Internal Medicine Program Resident Safety Policy

The Internal Medicine program, within the Department of Medicine at the University of Toronto, recognizes that residents have a right to a safe environment during their training. Safety relates to promotion and protection of residents' physical, psychological and professional well-being. This policy applies to all residents within the Internal Medicine Program who are based at and rotating through core training sites within the University of Toronto, as well as to elective training sites.

This policy adheres to the University of Toronto Faculty of Medicine Postgraduate Medical Education's Postgraduate Trainee Health and Safety Guidelines, December 2017 <http://pg.postmd.utoronto.ca/wp-content/uploads/2018/01/PG-Trainee-Health-Safety-Guidelines-final-December-2017.pdf>

Responsibilities

It is the responsibility of the Resident to:

- a) comply with this safety policy and with safety policies at each individual training site.
- b) communicate without delay any concerns regarding resident safety to the attending physician, rotation coordinator, site director, hospital administrator and/or the Residency Program Director.
- c) provide input on safety issues through rotation evaluations, to the Site Director of the base hospital or the hospital in which the rotation has occurred, and directly with the Program Director.
- d) exercise judgment and be aware of alternative options when exposing oneself to workplace risks or during travel to and from the workplace (i.e., driving a personal vehicle when fatigued).
- e) Trainees who feel their personal safety or security is threatened should remove themselves immediately from the situation in a professional manner and seek urgent assistance from their immediate supervisor or from the institution's security services.

It is the responsibility of the Residency Training Program to:

- a) encourage and facilitate an atmosphere that is safe for resident training;
- b) anticipate and provide full disclosure of foreseeable potential risks to residents' personal safety;
- c) address promptly all safety issues expressed by residents;
- d) continually monitor adherence to this policy and update the policy as issues arise;
- e) provide each trainee with a copy of this policy; and

- f) provide all faculty with a copy of this policy and ensure that they understand its implications.

Safety Domains

1. Personal Health and Physical Safety:

The Internal Medicine program will encourage site orientations to include review of local safety procedures.

- a) Residents are required to keep all immunizations up to date in keeping with the policies of the university and the clinical site.
- b) Residents must follow the Infection Prevention and Control practices in place at clinical sites, at all times.
- c) Residents should familiarize themselves with the location of the Occupational Health Office at the beginning of each rotation. Specifically, the resident must be aware of protocols to deal with exposure to blood-borne pathogens, isolation procedures, needle stick injuries and other infectious diseases and hazardous material (including radiation safety, chemical spills, indoor air quality, see below for details). (See below for hospital-specific COVID links)
- d) Trainees must be made aware of alternate options when exposing oneself to workplace risks or during travel to and from the workplace (i.e., driving a personal vehicle when fatigued).
- e) Call rooms and lounges provided for residents must be clean, smoke-free, located in safe locations, and have adequate lighting, a phone, fire alarms, and smoke detectors. Any appliances supplied are to be in good working order. There must be adequate locks on doors.
- f) If residents need to convert home call to “in-house” call, (due to patient related factors, weather conditions etc.) appropriate on-call facilities must be made available to them.
- g) Residents are not expected to walk outside at night while on call to parking lots or other hospital properties without security services.
- h) Residents are not expected to call patients without the ability to block their phone number.
- i) Residents are not expected to work alone in isolated areas of the hospital or clinical settings.
- j) Residents are not expected to make unaccompanied home visits.
- k) Residents should not be expected to deal with violent or aggressive patients without appropriate security services.

Relevant to the above:

“Where safety risks exist or are uncertain, programs may not expect postgraduate trainees to see a patient in hospital, clinic or at home, during regular or after hours, without the presence of a supervisor or security personnel.”

from PGMEHealth and Safety Guidelines, 2017

- l) Residents must be provided with safeguarding of their personal information by the program and by the hospitals.
- m) Residents are expected to follow Ontario laws with respect to use of electronic devices when driving.

2. Psychological safety

- a) Residents are entitled to a training environment that is free of abuse, intimidation, harassment and discrimination. (see Appendix – Navigator Tool for IM residents – also available on Quercus)
- b) Residents should report any instances of abuse, intimidation, harassment or discrimination to the Program Director and/or Site Director (to be communicated to the Program Director) In turn, this information will be handled confidentially by the program. Alternatively, concerns of this nature could be reported to the Office of Resident Wellness.
- c) Residents should be aware of and have easy access to help with health and psychological issues, substance abuse problems, and intimidation and harassment issues. Sources of support may include the Program Director and/or Site Director, the Office of Resident Wellness, Postgraduate Medical Education, the resources available to the University of Toronto community.

<https://meded.temertymedicine.utoronto.ca/office-learner-affairs>

https://pgme.utoronto.ca/wp-content/uploads/2016/09/ResidentWellness_2016-2017.pdf

- d) When a resident's work performance is affected by health or psychological conditions, appropriate supports should be provided at a Program, Department and University-level and a leave of absence may be provided. The resident would only be allowed to return to work after approval from an appropriate physician.

3. Professional work environment:

- a) The resident is entitled to a program that promotes a culture of safety in which residents are able to report and discuss adverse events, critical incidents, near misses, or patient safety concerns without fear of retribution, punishment or ridicule.
- b) Residents should have adequate support from the Program after adverse events or critical incidents.
- c) All discussion about residents at the Residency Program Committee or its subcommittees must be confidential. Committee members must not divulge information about individual residents.
- d) The Program Director will only disclose information about residents outside of the Residency Program Committee when there is reasonable cause; the resident file is otherwise confidential. Access to the resident file is permitted only when written consent is provided by the resident.
- e) The Program must handle complaints and feedback from residents in a confidential fashion. Occasionally a complaint may arise that is severe or may suggest a threat to others. In these situations, the Program Director may be obligated to deal with the threat against the wishes of the complainant. The Program Director will contact the Postgraduate Medical Education Office immediately for advice.
- f) Residents will be members of the Canadian Medical Protective Association and follow recommendations in the case of any real, anticipated or threatened legal action.

- g) Residents must use caution with respect to confidential personal and patient information, and exercise good judgment and professional behaviour when using social media. This includes following institutional policies with respect to encryption of electronic devices containing patient information.

- h) Residents may experience conflicts between their religious and ethical beliefs and training requirements or their professional obligations as a physician. Residents should be aware of resources to help deal with these conflicts including hospital ethicists, the Postgraduate Medical Education Office, University of Toronto and the College of Physicians and Surgeons of Ontario.

“Trainees cannot be negatively impacted for refusing to engage in clinical or educational experiences if they truly feel at risk in doing so and have communicated this to their Program Directors and respective site supervisors. It is recognized however that there are times (for example, in outbreaks of infectious disease such as SARS), when a residual risk will remain after all known precautions are taken. Professional responsibility to patients may require engaging in care despite these risks See University of Toronto Health Sciences Faculties Guidelines for Clinical Sites”

University of Toronto Faculty of Medicine Postgraduate Medical Education’s Postgraduate Trainee Health and Safety Guidelines 2017

Other Relevant Documents

- Hospital Specific Safety Policies (refer to site directly)
- PGME Safety Policy - <http://pg.postmd.utoronto.ca/wp-content/uploads/2018/01/PG-Trainee-Health-Safety-Guidelines-final-December-2017.pdf>

Hospital COVID Information

SMH

Hospital Health Services / Occupational Health Contact Information:

Sinai Health

St. Michael's Hospital

Sunnybrook Health Sciences Centre

University Health Network

Women's College Hospital

COVID1-19 Hospital Bases Resources

MSH

1. Universal masking mandate remains in effect for all Sinai staff and visitors
2. Guidelines are available for safe congregating (attached)
3. Detailed information re reporting symptoms and determining when it is safe to return to work are available at:

<https://www.sinaihealth.ca/staff/covid-19-back-to-work-resources/>

SMH

<https://covid.unityhealth.to/wp-content/uploads/media/Unity-Health-COVID-19-scenario-matrix.pdf>

UHN (TGH/TWH)

1. Please familiarize yourself with the Health Services COVID toolkit: This is how Health Services decides upon high risk and low risk exposures: <http://documents.uhn.ca/sites/UHN/Pandemic/COVID-19/OHS/UHN-OH-Toolkit-for-COVID19.pdf>
2. The official IPAC policy is to **wear fitted N95 masks for confirmed or suspected COVID patients. HOWEVER, we strongly encourage you to wear N95 for ALL patient encounters, as it is difficult to discern COVID risk status on GIM patients.**
3. There are new N95 masks available at UHN which are more comfortable. Please book an appointment if interested in mask fitting. The links are below (only work on UHN intranet, unfortunately). You will be excused from clinical service to attend mask fitting.
 - [N95 Respirator Fit Test Schedule](#)
 - [Book an N95 Fit Test.](#)
1. Do you have Covid symptoms, or high-risk Covid contact? Fill out the relevant forms below to inform Occupational Health, obtain guidance, and to schedule a PCR swab.
 - [Report your COVID-19 positive result](#)
 - [Report your COVID-19 symptoms](#)
 - [Report your exposure to someone with COVID-19](#)
 - [Health Services request for information form](#) (if you need to speak with someone from OHS)

If you develop symptoms of a respiratory infection or any symptoms that may be in keeping with COVID-19, do not come to work. If you are at work, stop providing care as soon as it is safe to do so. Please also email Natasha.campbell@uhn.ca, myself, Dr Peter Wu, and your staff physician.

1. http://intranet.uhn.ca/departments/infection_control/covid-19/health_services.asp is the website providing you the most up to date information from Health Services. CHECKING THE WEBSITE IS MOST USEFUL, AS GUIDANCES ARE CHANGING RAPIDLY

Sunnybrook:

Here's the return to work link: <https://sunnybrook.ca/content/?page=return-to-work-clinical>

Here's the link to report symptoms (eNurse) only works with Sunnybrook VDI access (can be done from home): <https://healthyworkplacereporting.sunnybrook.ca/kics/formlist.php>

For meetings, education and gatherings, the Sinai Health person hosting or coordinating the activity is responsible to make sure that all space and public health requirements are met. If you have questions, please ask your manager for direction.

Masks continue to be an important element in keeping everyone safe as the number of people coming to Sinai Health increases and we resume pre-pandemic activities across the organization. **Wearing a mask is essential, especially when physical distancing cannot be maintained.**

Note that capacity and the status of in-person activities may change based on community and hospital COVID-19 indicators. The following guidelines will remain in place from now until November 30, 2022.

Activity or Space	Capacity	Masks Required	Physical Distancing Required (two metres)	Eating and Drinking
Elevators	100% of posted weight capacity	Yes	No	<ul style="list-style-type: none"> Eating and drinking are not permitted.
<p>Updated: Meetings, education and training activities</p> <p>Virtual meetings are encouraged</p>	100% seated capacity based on posted signage	Masks may only be removed for eating and drinking when two metres from others.	<p>Recommended</p> <p>Book a larger meeting room to allow for distancing when possible.</p>	<p><u>Permitted:</u></p> <ul style="list-style-type: none"> Eating and drinking is permitted when two metres can be maintained. Masks must be worn at all other times. Hand hygiene product should be available in the room. Food and beverages must be individually packaged. <p><u>Not permitted:</u></p> <ul style="list-style-type: none"> Self-serve carafes of coffee or pitchers of water, etc. Potlucks, self-serve/shared pizzas, donut boxes, sandwich platters, cheese or fruit platters, etc.

Activity or Space	Capacity	Masks Required	Physical Distancing Required (two metres)	Eating and Drinking
Employee lounges, cafeterias and break spaces	Capacity must ensure physical distancing of two metres can be maintained	Masks may only be removed for eating and drinking when two metres from others.	Yes	<u>Permitted:</u> <ul style="list-style-type: none"> ▪ Eating and drinking is permitted when two metres can be maintained. Masks must be worn at all other times. ▪ Hand hygiene product should be available in the room. ▪ Food and beverages must be individually packaged. <u>Not permitted:</u> <ul style="list-style-type: none"> ▪ Self-serve carafes of coffee or pitchers of water, etc. ▪ Potlucks, self-serve/shared pizzas, donut boxes, sandwich platters, cheese or fruit platters, etc.
On-site / in hospital work acknowledgement gatherings (e.g., retirements, baby/marriage shower)	100% seated capacity	Yes	Recommended	<ul style="list-style-type: none"> • Eating and drinking are not permitted. Packaged treats can be provided for take away.
Updated: Off-site work acknowledgement and social gatherings	<p>Off-site indoor and outdoor social gatherings are acceptable.</p> <p>When planning, consider implications for care and service continuity.</p>			
Work related travel and events	Participation in external work-related events is acceptable with the recommendation to follow hospital policies and guidelines.			

Activity or Space	Capacity	Masks Required	Physical Distancing Required (two metres)	Eating and Drinking
Conference space bookings	Sinai Health spaces for external conferences or events are still not open for booking.			
Updated: On-site gyms	Re-opening date to be determined.			
External guests	<p>External guests (including consultants, vendors and contractors) who meet current hospital access requirements are permitted to participate in on-site meetings.</p> <p>Meeting organizers/hosts (Sinai Health department or service hosting the meeting) inviting external guests are required to ensure there is adequate capacity to accommodate guests and that guests adhere to meeting guidance requirements including restrictions on eating and drinking. Guests interested in providing catering must be informed that shared food or refreshments are not permitted.</p>			
Outdoor spaces at Hennick Bridgepoint	<p>5th Floor Terraces</p> <ul style="list-style-type: none"> • Reserved for employees, physicians and learners. Eating and drinking permitted with physical distancing of two metres. Masks are required when not eating. <p>10th Floor Rooftop Terrace</p> <ul style="list-style-type: none"> • Open to employees, physicians, learners, patients and visitors. Masks required at all times. No eating or drinking permitted as per the policy in place before COVID-19. <p>Main Floor West Terrace</p> <ul style="list-style-type: none"> • Open to employees, physicians, learners, patients and visitors. Eating and drinking permitted with physical distancing of two metres. 			