



PARO

U of T Postgraduate Information Session

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Session Topics

- Our Keys to Success
- On the Horizon
- Helping You
- Guides & Tips
- Contacting PARO

PARO champions the issues that create the conditions for residents to be their best and ensure optimal patient care

Our Three Pillars

OPTIMAL **TRAINING**

Residents
FEEL CONFIDENT
TO SUCCEED
AND COMPETENT
to ACHIEVE
EXCELLENCE
in PATIENT CARE

OPTIMAL **WORK CONDITIONS**

Residents enjoy
working and learning
in a SAFE,
RESPECTFUL, AND
HEALTHY environment

OPTIMAL **TRANSITIONS**

Residents are able to make
INFORMED CAREER
CHOICES,
HAVE EQUITABLE ACCESS
TO PRACTICE
OPPORTUNITIES,
AND ACQUIRE PRACTICE
MANAGEMENT SKILLS
for Residency and beyond

What is a Resident

We are Doctors training to be specialists

We don't intimidate, harass, or devalue people

We lead the way we want to be led

We support and mentor members of the team

We speak up when things negatively affect the workplace

We give and receive effective feedback

We are clear on expectations and aware of our limitations

We collaborate to get to better team and patient results

We foster our shared love of medicine

Non Contract Issues

- May be times when residents have non-contract issues such as areas of training where they require additional support.
- PARO staff have experience and expertise in helping these members.
- We find we can be the most helpful when we are engaged early in the process.

PARO 24 Hour Helpline

The intensity of residency can put stress on residents and their families. PARO has a number of supports and programs to help them.

The PARO Helpline is:

- 100% confidential and anonymous helpline referral service
- 24/7

You should:

- * Ensure sure residents, resident's families, and medical students are aware of this service
- * Be able to identify and recommend this service to residents who might benefit from it

1-866-HELP-DOC

New Resident Welcome Program

New value-added PARO Program

- one-to-one personal assistance for incoming PGY1s
- site and specialty specific
- Toronto had 16 PARO GC reps from a variety of programs participate last year
- incoming residents can contact the PARO office for further information

Transition to Overnight Call

- JWG of PARO, CAHO and the Postgrad Deans created recommendations for transitioning new PGY1s to overnight call.
- These recommendations are now included in the PARO-CAHO Collective Agreement.
- Some PG Deans have started developing a plan of action, in your role you will play a very important role in the implementation of the recommendations.

Chief/Senior Resident Duties

- JWG of PARO, CAHO and the PG Deans recommendations for Chief/Sr Admin Residents
- These are now included in the PARO-CAHO Collective Agreement.
- Programs, in consult with residents should create and provide detailed job descriptions and release time required for them to fulfill duties
- Central registry to be created at PARO/CAHO for best practices sharing

Did You Know...?

Most commonly asked questions deal with:

- Call & Shift Schedules
- Call Stipends
- Maximum Duty Hours
- Vacation & Lieu Days
- Pregnancy & Parental Leave

Contract Tips

Though you cannot require residents to submit vacation requests earlier than required under the Agreement, you can suggest that they submit 3 weeks prior to start of rotation to help streamline and accommodate specific requirements.

Lots of the questions we get pertain to off-service residents. As they rotate, they have to adjust to many different services. Pre-notify, suggest early off-call requests, recognize rotation changeover needs to be managed.

Handy Guides



Pregnancy & Parental Leave FAQ

Congratulations on welcoming a new addition to your family! We understand that expecting a new child is both an exciting and anxious time in anyone's life, so PARO is committed to helping ease some of that stress, by providing you with some quick and easy facts about all you need to know about pregnancy and parental leave benefits.

Pregnancy and Parental benefit information can be found under Article 11.5, 14.1, and 15 of the PARO-CAHO Agreement. As well, information about your Employment Insurance benefit entitlements can be found on the Service Canada website at www.servicecanada.gc.ca

Qualifying for Pregnancy and Parental Benefits

- Pregnancy and parental benefits are government issued benefits (employment insurance) provided to individuals who are eligible
- Service Canada requires a person to have accumulated 600 insurable hours in the last fifty-two (52) weeks since his/her last claim, in order to qualify to receive employment insurance benefits
- Attachment 11 "Employment Insurance Hours of Work," of the PARO-CAHO Agreement provides that you are entitled to be credited with your **actual** hours of worked, rather than any hours recorded for payroll or other administrative purposes
- **Note:** Even if you do not qualify for EI benefits, you are still legally entitled to unpaid job protected time off under the *Employment Standards Act*, for the same length in duration as pregnancy and parental benefits

What is The Hospital's Supplemental Unemployment Benefit Plan?

- The PARO-CAHO Agreement provides residents who are on either pregnancy or parental leave and are in receipt of EI benefits a supplemental income top-up (Article 15.7 of the PARO-CAHO Agreement)

- This benefit is provided for a maximum of 25 weeks in duration
- The benefit will be equivalent to the difference between seventy-five percent (75%) of the resident's regular weekly earnings and the sum of the resident's weekly EI benefits and any other earnings
- **Note For PGY1 Only:** To qualify for the income supplemental top-up from the PARO-CAHO Agreement, residents must have worked thirteen (13) weeks of continuous service (Please see Article 15.7 of the PARO-CAHO Agreement)

How do I apply for Benefits? What Documents do I Need?

- Applications for benefits can be made online at Benefit Online Application or in person at any Service Canada Centre Service Canada Centre Locator
- You will need the following documents when applying:
 - Social Insurance Number (SIN)
 - Record of Employment (ROE) which is provided by your payroll centre



CONTRACT HIGHLIGHTS 2013

The Professional Association of Residents of Ontario (PARO) would like to commend and thank you for helping to train Ontario's residents. Your time and effort in educating physicians is highly valued and appreciated.

Because the activities and responsibilities of residents are constantly changing, PARO would like to take this opportunity to inform you of some information contained under the PARO-CAHO Agreement relating to resident working conditions and well being.

CALL AND SHIFT WORK

Maximum Duty Hours: Call maximums are based upon the total days ON service (vacation and other time away are deducted from the total days PRIOR to calculating maximum call). Unless agreed otherwise by the affected residents, their Program Director and PARO, a resident shall not be scheduled to work 2 or more consecutive periods of call. It is understood that the terms, "day of call", "night of call", "duty period", "call period" and other similar terms refer to a period of time that is 24 hours or less in duration.

Call Schedules: Duty schedules shall be published on a monthly basis at least 2 weeks prior to their effective date and copies shall be made available to residents and to PARO.

In Hospital Call: No hospital department, division or service shall schedule residents more than 7 nights in 28 days (or 1 in 4), including 2 weekend days in 8 weekend days over that 28-day period. A weekend day is defined as a Saturday or Sunday.

Out-of-Hospital Call (Home Call): No resident shall be required to do more than 10 nights of out of hospital call in 30. Schedules for out-of-hospital call shall be on average 1 night in 3. A resident shall not be required to be on call at home 2 consecutive weekends. Home call CANNOT be averaged over multiple months.

Blended Call: The total number of out of hospital call multiplied by 3 plus the total number of in hospital call multiplied by 4 shall not exceed 30 over a 28-day period.

Shift Work: In services where residents are required to do in-hospital shift work (e.g. ED, ICU) the Maximum Duty Hours of work will be a 60 hour week of 5 shifts of 12 hours each. This includes other scheduled responsibilities, such as academic half days. House Staff working these departments will receive at least 2 complete weekends off per month and between shifts shall be free of all scheduled clinical activities for a period of at least 12 hours.

Home Call Conversion (Post-Call Days):

Where a resident is on home call, they are entitled to a post-call day in either of the following two situations (article 16.4 (c))

- i) commences work in the hospital after midnight but before 6 a.m.; or
- ii) works for at least four (4) consecutive hours at least one hour of which extends beyond midnight.

Both conditions do not need to be met in order for the resident to have a post-call day.

If the home call does not qualify as in i) and ii) above - then the resident would be at work as per regular clinical hours the next day.



PARO Program Administrators Guide



When Can I, Should I Contact a PARO GC Representatives or PARO Staff?

Contact PARO whenever you seek clarification about contract or non-contract related issues

We want you to think of PARO as your “GO TO” organization too!

At the PARO office we have a professional experienced staff to help or direct you to the resources to help you

Contact PARO

Phone: 1-877-979-1183
(local: 416-979-1182)

Email: paro@paroteam.ca
Website: www.myparo.ca