



TEMERTY FACULTY OF MEDICINE  
UNIVERSITY OF TORONTO

Office of  
Learner Affairs

## The (new) Office of Learner Affairs “OLA”

Antonio Pignatiello MD, FRCP (C)  
Associate Dean, Office of Learner Affairs



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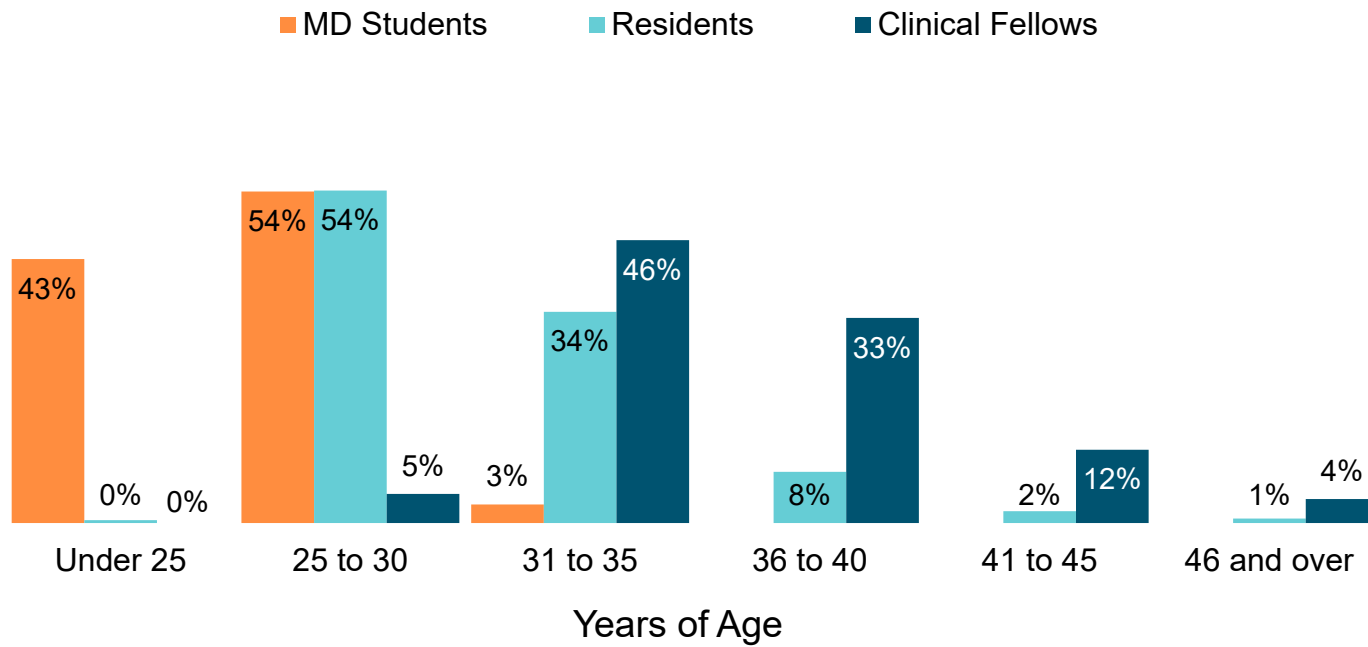
Navigate. Elevate. Advocate.



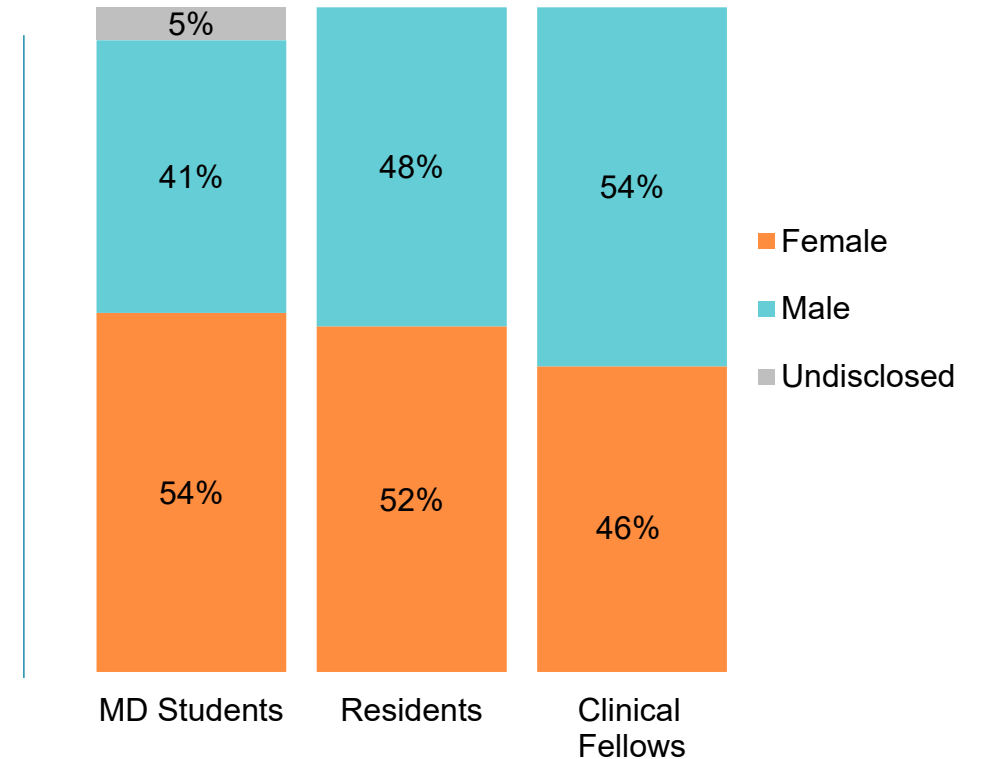
# Our learners



# Learners' Ages



# Learners' Gender



# Our learners.... cont

- Very heterogenous
- Canadian and international
- Transitional aged; emerging-early adults
- Developmental focus on solidification of identities as individuals, partners, professionals
- i-gen/gen → zillennials → millennials → gen y:
  - Embrace diversity, and challenge long held notions of gender, sexuality, race, marriage, family, home ownership, financial approaches, institutional hierarchies, professionalism, advocacy, accommodations, wellness and work-life balance
  - Customized service on demand
  - “Digital natives”, comfortable with their “lives on display” (with new platforms for bullying); using social media with great facility ~ but with an emerging sense of its impact; almost never unplugged yet experience digital fatigue
  - Heading into “sandwich” era, being of potential childbearing age, and with parents who are starting to age
- Bright, accomplished, competitive, a little obsessional/perfectionistic; almost never encountered academic failure before medical school
- Very anxious, and at increased risk of new onset of major mental illnesses (Bipolar Disorder; psychosis; SCZ; Major Depression; OCD; Substance Use)
- Patchy life and coping skills
- Often graduating with significant debt (~\$110K for medical students), yet with underdeveloped financial and business literacy
- Committed to, but not necessarily sold on a training program that is very long, intense, somewhat intrusive, demanding, with high volumes of information, very fast paced, with a series of transitions and adjustments (med school, clerkship, residency, fellowship, career)—but ?ultimately rewarding
- Pandemic cohort
- Accomplished and eager to take on their roles ~ Our future

# 2021-2022

## Undergraduate Student Enrolment – by Program

(St. George & Mississauga campuses)

Program	Number of Registrants
MD	1057
MD/PhD – PhD Portion	38*
Medical Radiation Sciences	283
Physician Assistant	60
Occupational Science & Occupational Therapy (OS&OT)	268
Total	1706

\*There are 70 MD/PhD Students enrolled in the program – 32 are completing the MD portion of their studies, and 38 the PhD portion.



# 2020-2021

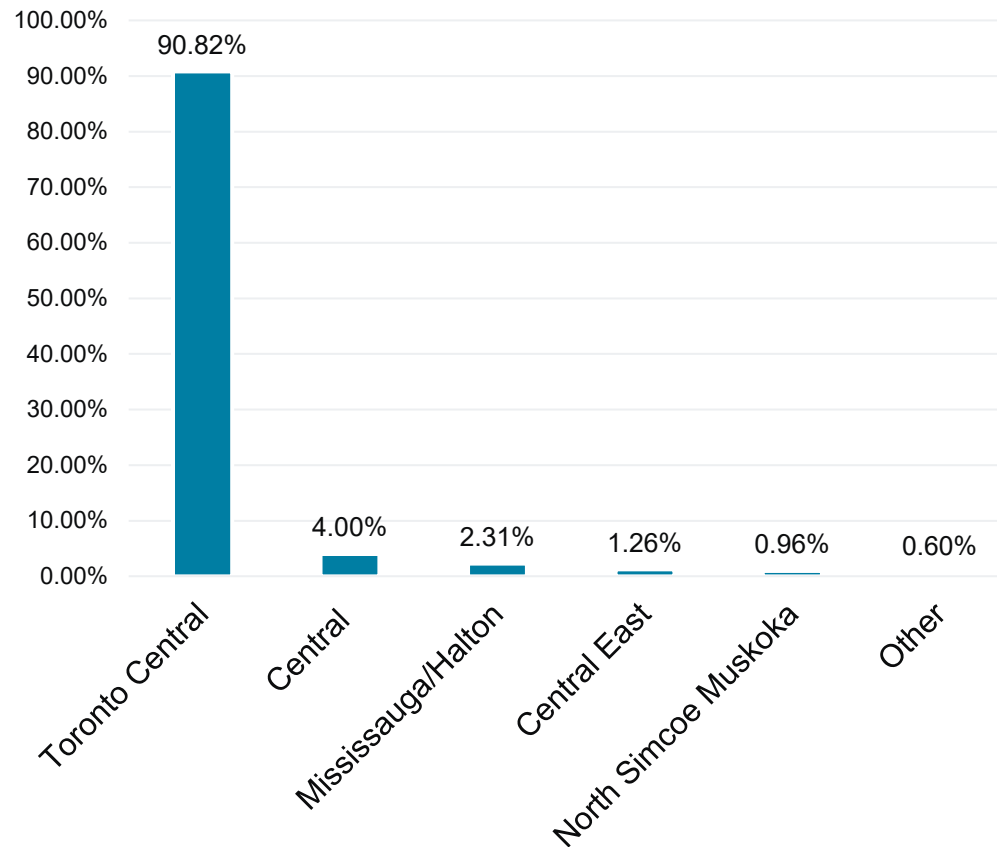
## Postgraduate Learners by Department

Department	Fellows	Residents	Total
Anesthesia	152	101	253
Critical Care	69	21	90
Diagnostic Radiology	129	72	201
Family Medicine	19	433	452
Laboratory Medicine	37	42	78
Medical Genetics	5	12	17
Medicine	460	570	1020
Obstetrics & Gynaecology	52	90	141
Ophthalmology	48	33	81
Otolaryngology	27	29	56
Paediatrics	217	173	389
Paeds Critical Care	24	4	28
Psychiatry	39	225	264
Public Health & Preventive Med	0	14	14
Radiation Oncology	29	23	52
Surgery	270	284	554
<b>Total</b>	<b>1571</b>	<b>2135</b>	<b>3693</b>

# 2020-2021

## # of Residency Programs & Location of Training of PG Trainees

Department	# of Residency Programs
Anesthesia	2
Critical Care	2
Diagnostic Radiology	4
Family Medicine	19
Laboratory Medicine	5
Medicine	20
Obstetrics & Gynaecology	4
Ophthalmology	1
Otolaryngology	1
Paediatrics	16
Psychiatry	4
Public Health & Preventive Med*	1
Radiation Oncology	1
Surgery	12
<b>Total</b>	<b>92</b>
* Part of the Dalla Lana School of Public Health	



# Our Mission

We work with learners, at individual and systems levels to optimize the learning environment and experience, and enable their development into accomplished health care professionals



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We're with you

**Navigate. Elevate. Advocate.**



# For context ....

## We ARE:

- Totally voluntary
- Neutral
- Inclusive
- Safe
- Confidential (PHIPPA vs FIPPA), with independent record management systems
- Free of charge

## We are NOT:

- Evaluative
- On any selection committees
- Adjudicating
- Disciplinary
- A crisis service

# FIPPA vs PHIPA

In essence.....**FIPPA** applies to individuals who are not patients (exp. Personnel, volunteers, individuals in the community), and deals with information on a “need to know” basis (see section 42); whereas **PHIPA** applies to patients under medical/mental health care and require patient consent to disclose.

<https://www.ontario.ca/document/freedom-information-and-protection-privacy-manual>

<https://www.ipc.on.ca/wp-content/uploads/Resources/hguide-e.pdf>

# OLA

Core Services

Career Counselling

Personal Support

Academic and Clinical Skills Enhancement

Service Learning, Diversity Outreach, and Student Events/Clubs

OLA liaises with other networks

COMMUNITY  
OMA – PHP

CaRMS

UNIVERSITY  
OF TORONTO

TEMERTY  
FACULTY OF  
MEDICINE

MEDICAL  
EDUCATION

MAA

LEARNER  
LEADERSHIP

# What else we do...

Managing learner mistreatment  
Financial support and literacy  
Outreach      Learners in difficulty  
Extenuating circumstances      Mentorships  
Accommodations  
Academic and clinical skills enhancement      Student study spaces

# Learner Wellness

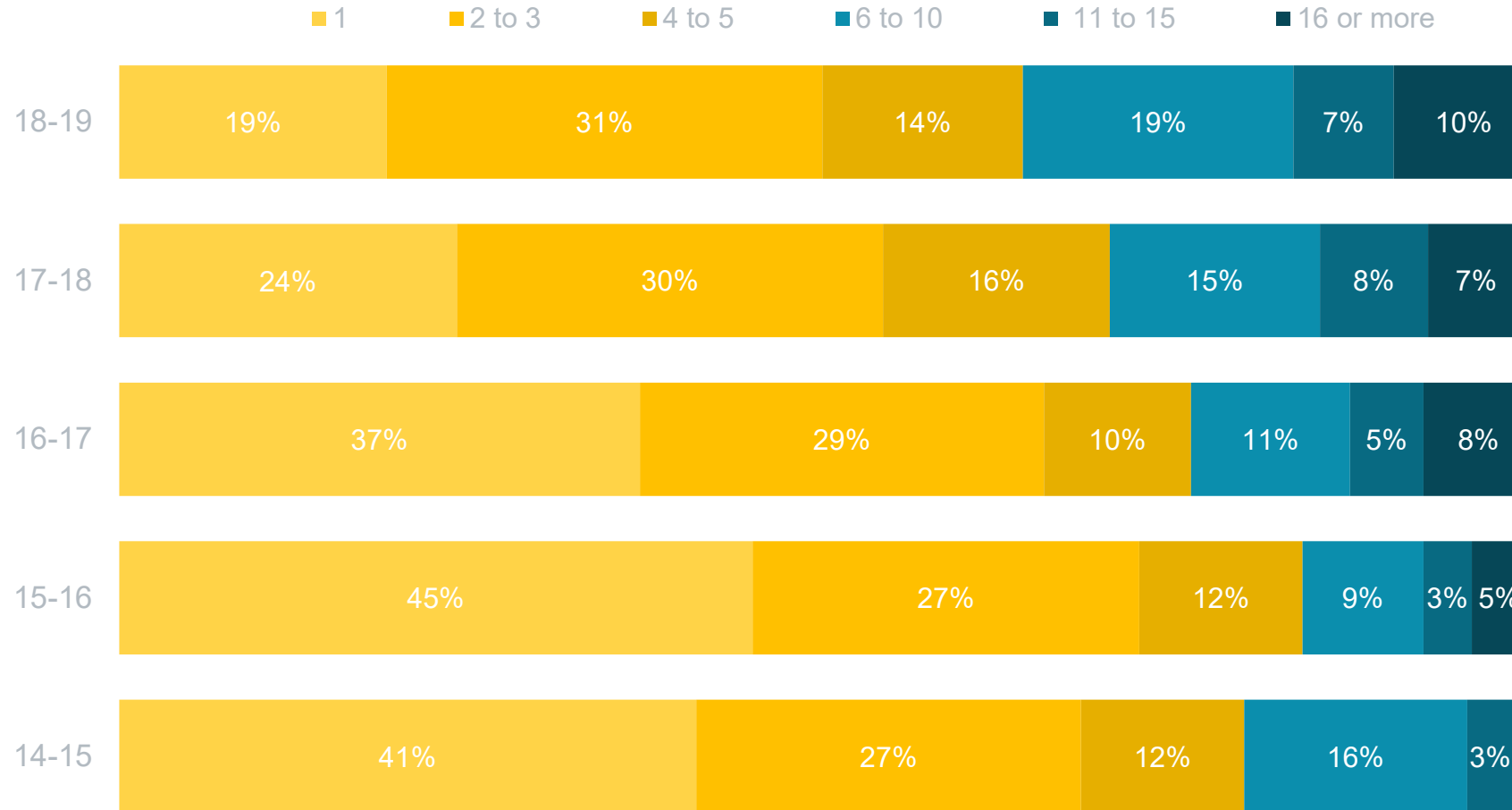
Absences      Unique cohorts      Career Counselling  
Broad networking  
Resource of learner support for faculty  
Personal support  
Navigate transfers and transitions  
We know CaRMS

# The LLS': *Who, What, When, Where, Why & How*

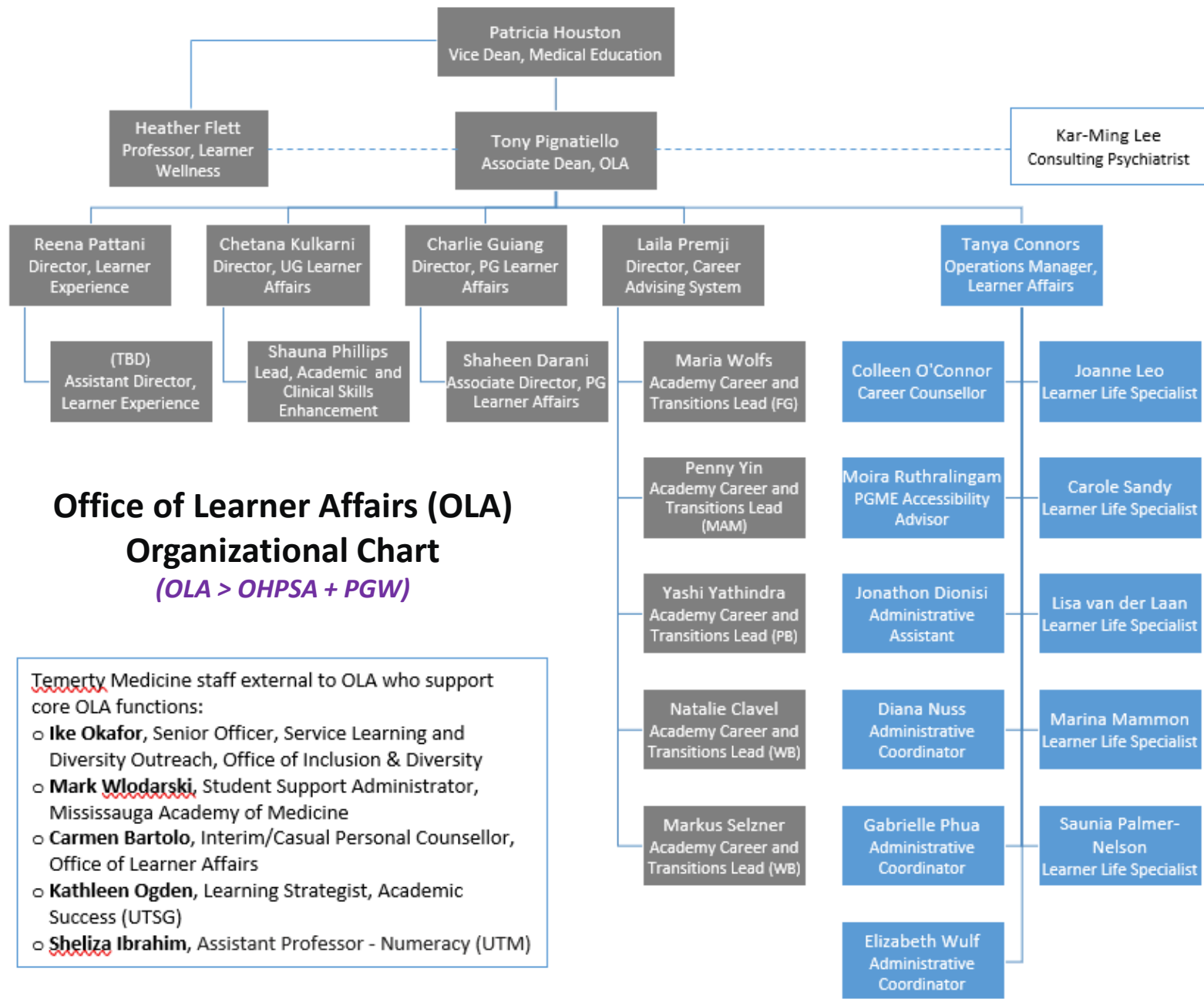
<b>WHO</b> are Learner Life Specialists (LLS)?	<ul style="list-style-type: none"> <li>• MSW, OT, Registered Psychotherapists</li> <li>• Min. 5 years clinical experience in mental health that is trauma informed, anti-oppression/anti-racism</li> </ul>
<b>WHAT</b> do LLS' do?	<ul style="list-style-type: none"> <li>• May be first point of contact with OLA</li> <li>• Intake; triage; short term stabilization; navigation</li> <li>• Focus on optimizing function of learners within their training programs</li> <li>• Variety of modalities including: Supportive; Strengths based/Empowering; Single Session; CBT (Cognitive Behavioural Therapy); DBT (Dialectical Behaviour Therapy) informed; IPT (Interpersonal Therapy); ACT (Acceptance Commitment Based) informed</li> <li>• Resource experts</li> <li>• Participate in delivering learner wellness initiatives</li> </ul>
<b>HOW</b> LLS' work?	<ul style="list-style-type: none"> <li>• Self referrals or by "recommendation"</li> <li>• Short term intervention (approx. &lt; 10 sessions per presenting issue/s), but will continue support until successful "warm handover" to external resource/s</li> </ul>
<b>WHERE</b> can LLS' be accessed?	<ul style="list-style-type: none"> <li>• In person or virtual</li> <li>• OLA offices at St. George and Mississauga campuses</li> </ul>
<b>WHEN</b> are LLS' available?	<ul style="list-style-type: none"> <li>• Service available on business days, 8:00am – 8:00pm</li> </ul>
<b>WHY</b> this model?	<ul style="list-style-type: none"> <li>• Efficient, effective, equitable, responsive model for optimizing rapid access and appropriate services matched to needs, to over 5,500 learners</li> <li>• Past utilization data consistently demonstrates that the average number of sessions learners attend is 4-6 per episode of care</li> </ul>

# Counselling Visits per Client last 5 years

(% of clients)







**Office of Learner Affairs (OLA)**  
**Organizational Chart**  
*(OLA > OHPSA + PGW)*

Temerty Medicine staff external to OLA who support core OLA functions:

- o **Ike Okafor**, Senior Officer, Service Learning and Diversity Outreach, Office of Inclusion & Diversity
- o **Mark Wlodarski**, Student Support Administrator, Mississauga Academy of Medicine
- o **Carmen Bartolo**, Interim/Casual Personal Counsellor, Office of Learner Affairs
- o **Kathleen Ogden**, Learning Strategist, Academic Success (UTSG)
- o **Sheliza Ibrahim**, Assistant Professor - Numeracy (UTM)

**Legend:**

Faculty

Staff

# Pathways *into-within-out* of OLA



- Multiple routes of entry
- No door is the wrong door
- We commit to a response within 2 business days maximum
- Usually appointments can be booked within 2 weeks of request, but often sooner

# Contact us

How	Details
Phone	416-978-2764 (MD/MRS/OS&OT/PA learners) <b>XXX-XXX-XXXX</b> (PGME learners/trainees)
Email	<a href="mailto:ola.reception@utoronto.ca">ola.reception@utoronto.ca</a>
Website	<a href="https://meded.temertymedicine.utoronto.ca/office-learner-affairs">meded.temertymedicine.utoronto.ca/office-learner-affairs</a>
Learner Assistance button & MD Student Assistance button	Learner Assistant / Mistreatment (all learners): <a href="https://meded.temertymedicine.utoronto.ca/learner-mistreatment">meded.temertymedicine.utoronto.ca/learner-mistreatment</a>  Student Assistance (MD UG learners): <a href="https://md.utoronto.ca/student-assistance">md.utoronto.ca/student-assistance</a>
“Warm handover”	<b>Reach out to your contact/s in OLA</b>
Drop-in	UTSG – C. David Naylor Building – 6 Queen’s Park Cres. W. UTM – Terrence Donnelly Health Sciences Complex – 3359 Mississauga Rd.
Submit a form (faculty/staff)	<b>OLA recommendation for services – under construction</b>
Mistreatment Disclosure	<a href="https://meded.temertymedicine.utoronto.ca/learner-mistreatment">meded.temertymedicine.utoronto.ca/learner-mistreatment</a>
Book an appointment	<a href="https://meded.temertymedicine.utoronto.ca/book-appointment">meded.temertymedicine.utoronto.ca/book-appointment</a>