

Hospital Site – Queen’s University School of Medicine Regional Learner Advocate (RLA)

Dr. _____ – effective January 1, 20__

The Offices of Student and Resident Affairs, located in the Learner Wellness Centre, provide support services for all Queen’s School of Medicine students and residents. This includes support for personal and academic difficulties, confidential referral for personal health concerns, counselling regarding career and academic goals, advocacy for the individual learner. Contacts for these offices are found:

- UG Web page

<https://meds.queensu.ca/academics/undergraduate/student-affairs>

- PG Web page

<https://meds.queensu.ca/academics/postgraduate/resident-health-and-wellness/director>

- RE Web page

https://meds.queensu.ca/academics/regional_education

When Undergraduate and Postgraduate learners based in Kingston do rotations outside of Kingston, they will primarily access resources based in Kingston by directly contacting the respective student or resident wellness office.

These support services require regional facilitation when learners are geographically removed from Kingston for long or continuous rotations. It is for this reason that a Regional Learner Advocate (RLA) will be available in each community outside of Kingston where there is need, such as a satellite residency program.

Appointment / Reappointment

Regional community program site leaders, discipline leaders, chiefs of staff and the directors for student and resident affairs are invited to nominate individual community physicians for the roles of RLA. These nominations will be requested by and forwarded to the Assistant Dean, Distributed Medical Education, Queen’s School of Medicine who will subsequently make the appointment.

The role of RLA will be reviewed annually with a three-year renewable appointment.

Regional Learner Advocate Roles

1. Act as the local, identifiable representative for the Offices of Student and Resident Affairs of Queen’s University.
2. Act as a resource for community faculty and discipline specific leads regarding all Queen’s policies regarding patient safety and student safety in addition to policies relating to the maintenance of an appropriate learning environment and procedures for reporting mistreatment or unprofessional behaviour.
3. Ensure that learners have access to the internet and adequate lounge area, study space and adequate secure lockers or other storage space at the regional facility and know how to report deficiencies with facilities.
4. Ensure that learners are informed of

- a. Site specific safety and security protocols addressing emergency codes, security and disaster preparedness.
 - b. What they should do in the event of an occupational injury or exposure to an infectious or environmental hazard.
 - c. How they can obtain medical treatment or personal counselling on site.
 - d. Their right to an appropriate learning environment and any site specific procedure for reporting mistreatment or unprofessional behaviour.
5. Communicate directly with the Learner Wellness Centre and Resident Health and Wellness Office regarding any learner whenever there are significant concerns of:
 - I. Illnesses or concerns that may impact on the learner's performance or education.
 - II. Unprofessional behaviour.
 - III. Academic difficulty.
 - IV. Mistreatment.

Issues regarding items II and III above should also be communicated to the appropriate Clerkship Director or Residency Program Director as appropriate.

The RLA has ultimate responsibility for notifying the Offices of Student and Resident Affairs when concerns arise in the community site.

The RLA will take part in both regularly scheduled and ad hoc meetings with the Offices of Student and Resident Affairs but no less frequently than every 3 months using teleconferencing wherever possible.

Communication with the Resident Wellness and Resiliency Committee of the Department of Family Medicine should be utilized as appropriate for resident trainees in Family Medicine.

6. Provide or arrange support for Undergraduate and Postgraduate learners in aspects of their learning experience, including personal health, career, financial and academic matters.
7. Ensure that any support provided will be provided in a discrete and confidential manner. The learner will be encouraged to discuss academic issues with his/her Program Director or Clerkship Director as appropriate.
8. Facilitate referral for learners who seek personal health care and counselling. The RLA will develop linkages and facilitate access to local resources for assessment, support, and treatment wherever possible.
9. Act as a local advocate for learners in situations of:
 - I. Conflict between learners and staff (teaching, hospital).
 - II. Concern of professional behaviour that have been raised by/about learners.
10. Provide feedback and recommendations regarding administrative issues to the Assistant Dean, Distributed Medical Education.
11. Provide an annual report on the numbers of encounters, hours, contacts and issues with respect to their RLA roles and recommend enhancements for learner support in their regional communities.
12. Identify alternates to discipline lead preceptors and hospital administrative staff for time periods when they will be out of contact for more than 72 hours.

The RLA will have a faculty appointment with Queen's University.

RLA annual reports will be shared with the Chair of the Department of Appointment, Assistant Dean Student Affairs, Director of Resident Affairs, Director of Faculty Development and Assistant Dean, Distributed Medical Education. Action items will be directed to the attention of the relevant Undergraduate or Postgraduate Associate Dean and to the Vice-Dean of Education.

Contacts

Learner Wellness Centre

Dr. Renee Fitzpatrick

Assistant Dean Student Affairs

Phone: (613) 533-2542

Email: learnerwellness@queensu.ca

<https://meds.queensu.ca/academics/undergraduate/student-affairs>

Resident Health and Wellness Office

Dr. Melissa Andrew

Director of Resident Affairs

Phone: (613) 533-2543

Email: andrewm@queensu.ca

Website: <https://meds.queensu.ca/academics/postgraduate/resident-health-and-wellness/director>

Regional Education Office

Dr. Ruzica Jokic

Assistant Dean, Distributed Medical Education

Phone: (613) 533-6000 Ext: 78453

Email: regional@queensu.ca

Website: https://meds.queensu.ca/academics/regional_education

Undergraduate Medical Education Office

Dr. Anthony Sanfilippo

Associate Dean, Undergraduate Medical Education

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Website: <https://meds.queensu.ca/academics/undergraduate>

Postgraduate Medical Education Office

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