



PARO

The Professional Association of Residents of Ontario

PARO and PG Administrators: A Proud Partnership

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Session Outline

- PARO – Who We Are and What We Do.
- PARO and PG Administrators – The Partnership at Work.
- PARO Initiatives that Support the Work of PG Administrators.
- Proactive Tips to Help You.
- The PARO-CAHO Agreement.
- When and How to Contact PARO.

PARO

- A professional organization, *not a student society*. We are funded solely by member dues.
- Our office is at 400 University Avenue.
- We have a professional experienced 10 person staff team to support our members and initiatives.
- 12 person Board elected from around the province; 100 person General Council reflective of our 6 sites and both CFPC and RCPSC training programs.
- Though we have a professional staff team, we are an organization of residents representing residents, and are very proud of that.

Resident Code

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

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

The Professional Association of Residents of Ontario

PARO & PG Administrators: The Partnership At Work

Support Residents In Need

PARO has a number of initiatives and supports to help residents thrive.

- Social events to network and share experiences
- Resources for contract questions and resolution of issues
- Strategies to achieve optimal success in training and support to those who may require enhanced educational periods, such as remediation

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:

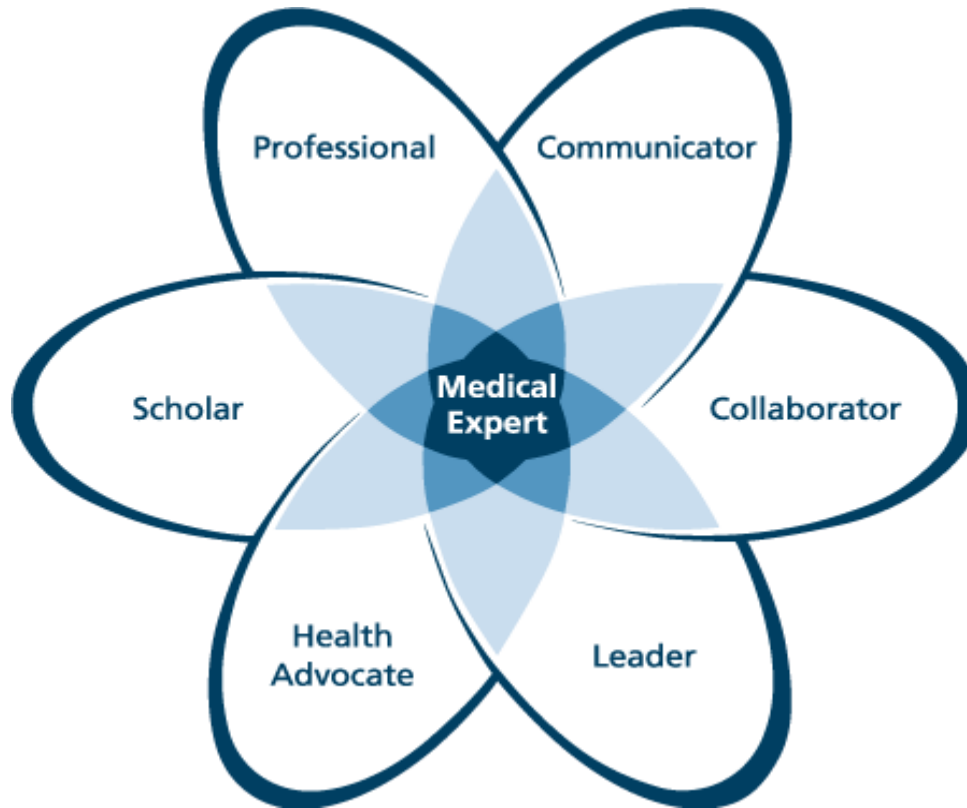
- * Ensure residents, residents' families, and medical students are aware of this service
- * Be able to identify and recommend this service to residents who might benefit from it

1-866-HELP-DOC

How PG Admins Enhance Training For Residents



Fostering Resident Leadership



We Appreciate How Much You Care



PARO Initiatives, Programs, Tips and Guides – That Can Help You

New Resident Welcome Program

New value-added PARO Program

- one-to-one personal assistance for incoming PGY1s
- site and specialty specific
- incoming residents can contact the PARO office for further information

Handy Guides



Pregnancy and Parental Leave & Benefits

FAQ



CALL & CALL STIPENDS

Call Maximums: Based on the total days ON service (vacation and other time away are deducted from the total days prior to calculating maximum call). Residents cannot be scheduled to work two or more consecutive calls unless agreed to by the resident, Program Director and PARO.

Call Schedules: Must be supplied to residents at least 2 weeks prior to the schedule's effective date.

In-Hospital Call: Maximum 1 in 4. In-hospital call maximums for rotations greater than 1 month are averaged over the length of the rotation (maximum averaging length is 3 months) with a maximum of 9 calls in any given month.

- In-hospital call stipend: \$116

Residents must be relieved of ALL clinical and academic responsibilities post call 24 + 2 hours after the commencement of the working day. The following exceptions apply:

- Anesthesia (1 hour of handover)
- OB/Gyn (1 hour of handover)
- ICU/CCU (1.5 hours of handover)
- Home by Noon for residents in a Department of Surgery Program at the University of Toronto.

Home Call: Maximum 1 in 3. A resident cannot be on home call on 2 consecutive weekends and home call cannot be averaged over multiple months.

- Home call stipend: \$58

Home Call Conversion: 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)):

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

Where a resident scheduled for home call works more than 4 hours in-hospital, of which more than one hour is past midnight but before 6am, the resident is entitled to

the *in-hospital call stipend*.

Where a resident scheduled for home call works more than 4 consecutive hours in hospital, of which more than one hour is past midnight but before 6am, the resident would be entitled to the *in-hospital call stipend* in addition to a *post-call day*.

SHIFT WORK

- On services where residents are scheduled in shifts, e.g. Emergency Medicine or ICU, the total maximum duty hours is 60 hours/week, which includes program responsibilities such as academic rounds and seminars.
- Residents must have a minimum of 12 hours free of all scheduled clinical activities between shifts.

Qualifying Shift: Applies only to shift-based services (e.g. Emergency Medicine) where the residents on the service have no regular clinical hours. Where a resident on this service works one full hour between the hours of midnight and 6am, the resident is entitled to:

- Qualifying shift stipend: \$58

Family Medicine Clinics & Shift Work in the Same Week
A family medicine resident that works a shift (e.g. ER shift) on either a weekday or weekend, after working a normal five-day week of clinical duties, will receive:

- Home call stipend if the shift does not extend beyond 11pm
- In-hospital call stipend if the shift extends beyond 11pm

WEEKENDS

Each resident must have 2 complete weekends off per 28 days; including Friday night/Saturday morning as well as Saturday and Sunday.

ALTERNATE CALL MODELS

PARO encourages residents and programs to consider how call is structured in order to optimize training and mitigate fatigue. If residents and the program are in agreement that a non-traditional schedule would work best, an alternate call model can be implemented with formal approval from PARO and



PARO Program Administrators Guide



**Learning The
PARO-CAHO Agreement Can Be Fun**

J E O P A R D Y !



PARO



2016 - 2020 PARO-CAHO Collective Agreement

New Language & Provisions

Hours of Work

- the ability to request a post call day for residents on home call where the home call has been sufficiently intense, onerous or heavy;
- no call for residents who are pregnant after 27 weeks of gestation(improving on the current 31 weeks);
- the establishment of hospital-based joint committees to promote fatigue risk management through the mitigation of non-urgent pages between midnight and 6 am.

Time off for Exam Prep

- no call for a period of up to 14 days prior to CFPC or RCPSC certification;
- up to seven consecutive days off during one of the four weeks preceding CFPC or RCPSC certification examinations;

Other Improvements

PG Admin Need to Know

- the ability to request vacation in segments of less than one week
- salary continuance for a defined period of time for residents awaiting decisions by the University for dismissal or suspension, or the CPSO for disciplinary matters

Proactive Tip #1 for PG Administrators

Suggest to residents that they submit vacation requests earlier than required under the Agreement to help streamline and accommodate specific requirements.

You cannot require it, as we will have learned in Jeopardy, but many residents will, if they can, request early if they know it will be helpful.

Proactive Tip #2 for PG Administrators

One of the biggest areas of question and conflict relates to off-service rotations.

As residents rotate from service to service they are faced with different processes. Think about how and when you can communicate with those rotating through your program.

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

Feel free to 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



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