



RESIDENT WELLNESS RESOURCES



Resident Wellness Office | Postgraduate Medical Education Office



a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

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The Resident Wellness Office

ABOUT US

Overview

Over the course of your time as a resident you will face numerous pressures — both professional and personal.

The Resident Wellness Office is committed to creating a culture of wellness in the Faculty of Medicine's residency programs. The RWO offers free, confidential, counselling and support services for residents, subspecialty residents, and their spouses/common-law partners.

Whether you're seeking support around stress and time management, looking to improve your communication at work or with loved ones, learning ways to manage moods (depression, anxiety), or dealing with a loss or life transition, here at the Resident Wellness Office (RWO), we're here to listen.

Some Reasons to Contact the RWO

- ◆ Seeking support around stress and time management
- ◆ Improving communication at work and with loved ones
- ◆ Learning ways to manage moods (depression, anxiety)
- ◆ Support in dealing with a loss or life transition
- ◆ And many more



The Resident Wellness Office

ABOUT US

Services Offered

The Resident Wellness Counsellors are able to assist you with a range of personal and professional concerns. The program has been created to promote and support health and wellness amongst medical residents.

A counsellor can help you work through and cope effectively with concerns such as stress and time management, anxiety, depression, career concerns, and life transitions. Speaking with a counsellor can help to bring clarity to situations and shed light on new ways of dealing with them.

The Resident Wellness Office provides the following services to current residents and their partners:

- ◆ In-person*, telephone, and Zoom counselling
- ◆ Group support
- ◆ Referrals to community resources and other helping professionals
- ◆ Workshops on relevant health and wellness topics
- ◆ Up-to-date online resources (website and wellness blog)
- ◆ Community events

Locations

In-person counselling is provided at the following sites*:

- ◆ Diamond Health Care Centre, Vancouver (Mon-Fri, with evening and select Saturdays)
- ◆ Surrey Memorial Hospital (Thursdays, bi-weekly)
- ◆ Royal Columbian Hospital (Wednesdays)
- ◆ Kelowna, Victoria, Strathcona, Prince George, Nanaimo, Chilliwack, Abbotsford, Kamloops, Penticton (site visits scheduled several times per year)

***Update June 2020:** Please note that due to COVID-19 social distancing restrictions, all counselling appointments and site visits will be facilitated virtually via telephone or Zoom until PGME deems in-person support is safe to resume.



The Resident Wellness Office

ABOUT US

Resident Wellness Staff



Rebecca Turnbull, M.Ed, RCC
Resident Wellness Counsellor
Locations: Vancouver & Surrey
604-875-4111 x 23054
rebecca.turnbull@ubc.ca



Elizabeth Sabine, M.Ed, RCC
Resident Wellness Counsellor
elizabeth.sabine@ubc.ca
604 875 4111 x 23055
Locations: Vancouver & Royal Columbian Hospital



Dianna Louie, MD, FRCPC
PGME Director of Resident Wellness
dianna.louie@ubc.ca
Location: Vancouver
Availability: By appointment

Contact Information

Phone: Vancouver: 1 855 675 3873 (Mon-Fri)

Book an appointment online:

ubcresidentwellness.janeapp.com

Email: resident.wellness@ubc.ca

General Hours: Mon-Fri 9:00am – 5:00pm

** Evening and Saturday appointments are available on certain days of the week. For urgent needs outside of these hours, please contact alternative services listed [here](#).*

Asmae el Bouhali, M.Ed, RCC

Resident Wellness Counsellor
resident.wellness@ubc.ca
604 875 4111 x 23055
Locations: Vancouver
Availability: select evenings and Saturdays



Aileen McKeown
Resident Wellness Program
Coordinator
resident.wellness@ubc.ca
604 875 4111 x 23055
Availability: Mon-Friday

Office Locations

Diamond Health Care Centre
Rooms 10203 & 10228
10th Floor
2775 Laurel St.
Vancouver, BC

Surrey Memorial Hospital
Room 3-622, 3rd Floor
Critical Care Tower
13750 96 Ave
Surrey BC

Royal Columbian Hospital
Conference Room M-24
Sherbrook Centre
330 E Columbia St.
New Westminster, BC



The Resident Wellness Office

ABOUT US

Meet the RWO Staff



Rebecca Turnbull, M.Ed., RCC, Resident Wellness Counsellor

Rebecca Turnbull is a Registered Clinical Counsellor with the BC Association of Clinical Counsellors. She holds a Master of Education in Counselling Psychology from Simon Fraser University and a Bachelor of Arts in Psychology from the University of Victoria.

Rebecca's approach to counselling is to work collaboratively with her clients, drawing on their strengths to help them establish and achieve their goals. Rebecca draws on evidenced based practices and she tailors her techniques to meet the individual needs of her clients.

Rebecca is passionate about helping clients improve success, awareness, and health within themselves and their interpersonal relationships.



Elizabeth Sabine, M.Ed., RCC, Resident Wellness Counsellor

Elizabeth is a Registered Clinical Counsellor with the BC Association of Clinical Counsellors. She holds a Master Degree in Counselling Psychology from Simon Fraser University and a Bachelor of Arts Degree Major in Psychology and Minor in Counselling and Human Development from Simon Fraser University.

Elizabeth uses a client-centred, evidence based approach and works to provide a safe, encouraging, and non-judgmental space for clients to explore their inner thoughts and feelings. Elizabeth has post graduate training in Acceptance and Commitment Therapy, a mindfulness and values based approach to living. She helps clients to learn practical day-to-day coping strategies and is passionate about helping clients build on their strengths and resiliencies to lead a healthy and fulfilling life.



Dr. Dianna Louie, MD, FRCPC, PGME Faculty Lead for Resident Wellness

Dianna Louie is a Pediatrician at BC Children's Hospital and has a pediatric practice in Richmond. She completed her medical school training and pediatric residency at the University of British Columbia. She is the Faculty Lead for Wellness through UBC's Resident Wellness Office.

Dianna has been passionate about resident wellness and mindfulness since her own residency. She feels it is so important to empower residents to find joy in their work and be kind to themselves.

Dianna is a critical link between the resident body and the program administration advocating on behalf of the residents for increased program support for current and proposed initiatives. She is enthusiastic to introduce new approaches to physician health in residency. She currently is researching resident burnout and resiliency.

Dr. Louie has won the 2016 Resident Doctors of Canada Puddester Award for Resident Wellness for her contribution to resident health at BC Children's Hospital. She also received the inaugural UBC PMGE Faculty and Staff Wellness Award.



The Resident Wellness Office

ABOUT US

Meet the RWO Staff

Asmae el Bouhali, M.Ed., RCC, Resident Wellness Counsellor

Asmae is a Registered Clinical Counsellor with the BC Association of Clinical Counsellors. She holds a Master in Counselling from the University of Ottawa and a Master in Human Development from the University of British Columbia.

Aileen McKeown, Resident Wellness Program Coordinator



Aileen holds a Bachelor of Arts in Sociology from the University of British Columbia, a Diploma in Emergency and Security Management from the Justice Institute of British Columbia, and a Master of Education in Adult Learning and Global Change from the University of British Columbia. Aileen has a keen interest in how fitness and recreation can build resiliency in mental, emotional, and workplace wellness. In her free time, she loves to hang out outside, mainly running trails and climbing peaks on Vancouver's North Shore Mountains.

Aileen is available for many types of services, including answering general questions about the Resident Wellness Office, wellness events, and to schedule counselling appointments.

The Resident Wellness Office

FAQs

Who can use Resident Wellness counselling services?

The Resident Wellness Office offers counselling services to UBC medical residents, subspecialty residents, and clinical fellows.

Where is the Resident Wellness Office?

The Vancouver Offices are located on the 10th floor of the Diamond Health Care Centre (2775 Laurel St.), rooms 10203 and 10228.

The Surrey Office is located on the 3rd floor of the Critical Care Tower, room 3-622, in Surrey Memorial Hospital.

Every Wednesday, the Resident Wellness Counsellor will be at Royal Columbian Hospital in the Sherbrooke Centre, Conference Room M-24.

*Please note that due to COVID-19 Social Distancing Restrictions, all RWO counselling appointments will be conducted remotely until it is safe to resume in person counselling.

When are the counsellors available?

Resident Wellness Counsellors are available Monday—Friday. Hours of operation may vary depending on clients' needs, and regular evening and Saturday appointments are available. Appointments are also available over the telephone or through Zoom.

Please visit our online booking site to view the counsellors availability and book an appointment: ubcresidentwellness.janeapp.com

What about confidentiality?

Counselling services are confidential. Information about you, the type of counselling services you access, and the context of your counselling sessions cannot be released without your written permission, with the following exceptions:

- information indicating that you may constitute a risk to yourself or to others
- information indicating that a child is in need of protection
- information that leads to concerns about public safety
- other statutory or common-law provision that requires or authorizes the release of

Do I need to pay?

No! Individual counselling, workshops, speaker series and groups are available to you free of charge.

What services does the Resident Wellness Office Offer?

The Resident Wellness Counsellor is able to assist you with a range of personal and professional concerns. The program has been created to promote and support health and wellness among medical residents.

The counsellor can help you work through and effectively cope with concerns such as stress and time management, anxiety, depression, career concerns, life transitions, and relationships. Speaking with a counsellor can help to bring clarity to situations and shed light on new ways of dealing with them.



The Resident Wellness Office

DISTRIBUTED SITES

ACCESS OPTIONS

The Resident Wellness Office supports all UBC residents at all distributed sites throughout the province. While our physical offices are located in the Lower Mainland, we are committed to providing accessible services to all residents regardless of where you live and work.

Telephone and Zoom Counselling

Resident Wellness Counsellors provide confidential counselling services over the phone or via Zoom. Call us toll-free at **1 855 675 3873** or email resident.wellness@ubc.ca for an appointment, or visit our online booking system at ubcresidentwellness.janeapp.com to book instantly.

Site Visits

The Resident Wellness Counsellors will visit Kelowna, Penticton, Victoria, Nanaimo, Strathcona, Prince George, Abbotsford, Chilliwack, and Kamloops several times per year. The dates of these visits will be announced to you, at which time you are welcome to schedule a confidential one-on-one session with the counsellor.

Many clients find it helpful to meet individually with the counsellor in order to 'put a face to the name' and perhaps provide an added level of comfort to telephone counselling if you choose to access that resource in future.

Visiting Vancouver

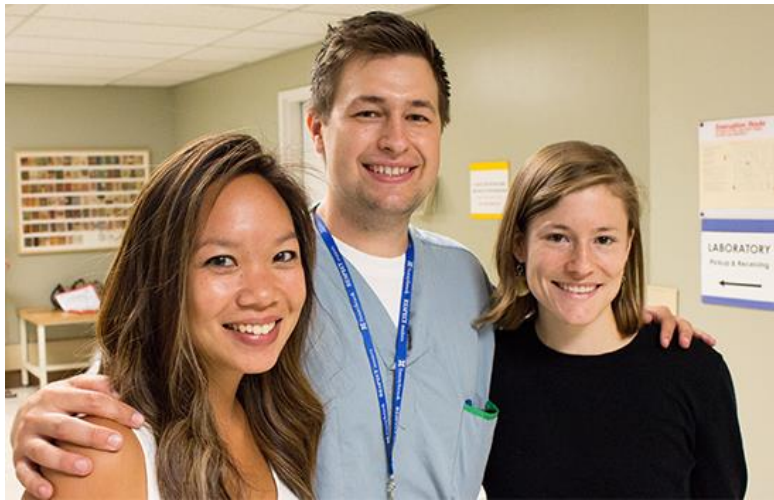
If you find yourself visiting Vancouver occasionally, you are more than welcome to arrange an appointment in-person with a counsellor while you are in town.

Resident Wellness Library

The Resident Wellness Library includes dozens of curated books on a wide range of topics available for your use. To reserve a book, visit www.postgrad.med.ubc.ca/resident-wellness/wellness-library. For residents outside of Vancouver, a courier service will be provided and the book will be delivered to you, along with return postage.



Resident Wellness Peer Support Program



What is the Peer Support Program?

The Resident Wellness Peer Support Program is currently in the process of being developed. This program is an opportunity for residents to speak with a peer about any concerns relating to residency. The program will be aimed to be launched in January 2021.



Support Group, Residents on Leave



What is the Support Group?

Many residents that have gone on medical leave have described it as being a very stressful and isolating experience and have wanted a way to connect with other residents going through the same thing.

The Resident Wellness Office has created a 4 week support group that meets once a week in a safe and confidential environment. Learn healthy coping skills with a Registered Clinical Counsellor using the evidence based approach of Mindful Self-Compassion.

How can I join?

Please contact the Resident Wellness Office by email to register for the program:
resident.wellness@ubc.ca.

Further information can be found at our program information page: <https://postgrad.med.ubc.ca/resident-wellness/list-of-services/aim-focus-release-a-support-group-for-residents-on-leave/>



Wellness Resources



Tip:

Hold the CTRL button while clicking on links in this booklet to have the links open in a new

PHYSICAL

Articles and Resources

[Health & Lifestyle Corporate Discounts for UBC Residents](#)

A list of discounted health and fitness facilities and services for UBC residents.

[Sleep Resources - MIT Medical](#)

Guided audio and print resources that can help you overcome insomnia, reduce stress, and improve sleep quality.

[Do Yoga With Me.com](#)

Hundreds of online yoga, meditation, and tutorial videos for all levels – at no cost

[Epworth Sleepiness Scale](#)

A score of 10 or higher indicates a possible sleep disorder.

[Cookspiration](#)

A website and app created by Dieticians of Canada that serves up recipe ideas to suit your mood and schedule.

Audio

[Healthy Practices Podcasts - Canadian Medical Association](#)

A new podcast series on physician health and wellness hosted by psychiatrist Dr. Mamta Gautam. Features honest, practical insights from several experts offering information and advice on how physicians can lead a healthier life.

eCurriculum

[ePhysicianHealth.com](#)

ePhysicianHealth.com is the world's first comprehensive, online physician health and wellness resource designed to help physicians and physicians-in-training be resilient in their professional and personal lives. ePhysicianHealth.com was developed by Canada's leading physician health and eLearning experts to provide you with cutting edge, evidence-based information and innovative, user-friendly tools for self-help and collegiate support.



Wellness Resources

MENTAL/EMOTIONAL

Articles and Resources

[Overcoming Compassion Fatigue](#)

Includes tips, warning signs, and a 9-point self-assessment tool.
American Academy of Family Physicians

[MoodGYM](#)

An online program that aims to reduce mild to moderate symptoms of depression and anxiety by teaching you the principles of cognitive behaviour therapy. Cost: \$39/year.

[Early Warning Signs of Residents in Distress](#)

UBC Family Practice Resident Resiliency Subcommittee

[Uncomplicated vs. Complicated Grief](#) (PDF)

Centre for Clinical Intervention

[The Bounceback Program](#) is designed by the Canadian Mental Health Association to provide coping skills and tools to help you manage your mental health.

Self-Assessments

[Alcohol and Drug Addiction Screening Quiz](#)

From Johns Hopkins University Hospital

[Mental Health Well-being Screening Quiz](#)

An anonymous 14-question quiz to gauge your overall mental health

[Anxiety Disorder Screening Quiz](#)

The first part of the screening asks one question about each of five different types of anxiety problems, then goes into more detail depending on your answers.

[Depression Screening Quiz](#)

This screening self-test looks for symptoms of depression.

[Self-Compassion Scale](#)

Dr. Kristin Neff, www.self-compassion.org



Wellness Resources

SPIRITUAL

Articles and Resources

[Research on the Importance of Nature to Well-being and Functioning](#)

The Centre for Confidence and Well-being

[Mindfulness-Based Stress Reduction \(MBSR\) Online Course](#)

An 8-week course, free.

[Spiritual Wellness Pulse Check](#)

Evaluate your own spiritual wellness with this brief quiz.

[A Resource Guide for Forming ‘Finding Meaning in Medicine’ Support Groups](#) (PDF)

This is a guide for using a simple and powerful storytelling approach to uncover and deepen a sense of professional satisfaction in daily work. By Dr. Rachel Naomi Remen, MD.

[Mindfulness Self-Assessment](#)

Greater Good Science Centre at UC Berkeley

Guided Meditation

[Calm.com](#) (website and app)

You can either choose the simple guided meditations (which range from 2 to 20 mins) or go solo and use the meditation timer. You also get to select your background noise from a range of natural environments.

[Guided Mindfulness and Relaxation Activities](#) - MIT Medical

Free audio files guiding you through body scans, guided visualization for test anxiety or athletic performance, and mindful breathing.

[Mindfulness-based Stress Reduction Meditation](#)

A collection of resources surrounding Mindfulness Based Stress Reduction from the “[Mindfulness-Based Stress Reduction Workbook for Anxiety](#)”, available for loan from the [Resident Wellness Library](#).



Wellness Resources

SOCIAL

Articles and Resources

[Resident Wellness and Work/Life Balance in Postgraduate Medical Education](#)

Association of Faculties of Medicine of Canada

[Parenting During Residency](#) (PDF)

A resident's guide to parenting, pregnancy, parental leave and beyond.
Resident Doctors of BC

[Understanding the Medical Marriage](#)

This study explores the challenges and strengths of dual- and single-physician relationships.

[Five Ways to Say 'No' Effectively](#)

American Academy of Family Physicians

[Raising Children During Medical Residency](#)

MomMD, Connecting Women in Medicine

[Breastfeeding for Physicians](#) (PPT)

Maryam Sattari, MD

Self-Assessments

[Dimensions of Wellness: Social Wellness](#)

Includes a 10-point self-assessment

[Social Wellness Pulse Check](#)

Evaluate your own social wellness with this brief quiz.
University of Nebraska-Lincoln

[Life Balance Assessment Sheet](#)

Stanford WellMD

[Empathy Self-Assessment](#)

Greater Good Science Centre at UC Berkeley



Wellness Resources

OCCUPATIONAL

Articles and Resources

[Career Planning Resources](#)

As a resident, there are a number of resources available to help you navigate through your medical career as you transition from residency into practice.

[When Physicians Feel Bullied: Effective Coping Strategies](#)

Canadian Medical Protective Association

[Coping With an Adverse Event, Complaint, or Litigation](#)

Canadian Medical Protective Association

[UBC Faculty of Medicine Equity & Professionalism Office](#)

The Associate Dean, Equity and Professionalism is available to support and advise faculty members, medical students, graduate students, residents and fellows.

[UBC Faculty of Medicine Policy Regarding Unprofessional Behaviour](#)

Dean's Office Faculty Affairs

[A Practical Approach to Time Management for Physicians](#)

Postgraduate Medical Journal

[Behaviours of Highly Professional Resident Physicians](#)

Journal of the American Medical Association

[10 Strategies for Staying Human During Residency Training](#)

Dr. Allan Peterkin

[Mistreatment Help](#)

UBC Faculty of Medicine

Learn more about what you can do and who to contact if you've experienced learner mistreatment.

[COVID-19 Resident Wellness Resources](#)



Wellness Resources

EQUITY, INCLUSION & DIVERSITY

RESOURCES

[The Resident Wellness Office's Anti-Racism Resource Guide](#)

[20 Steps to an Out and Equal Workplace](#) (PDF)

[Traditional Knowledge Toolkit](#) (PDF)

A toolkit developed by the First Nations Centre for individuals and communities interested in the protection and promotion of traditional knowledge and healing practices.

[Navigating the Residency Match as an LGBT Applicant](#)

Association of American Medical Colleges

[Dealing with Racist Patients](#)

New England Journal of Medicine

[Exploring Unconscious Bias in Academic Medicine](#)

Association of American Medical Colleges

[Immigrant Services Society of BC](#)

Serves the settlement, training and integration needs of newcomers from all over the world.

[UBC International Student Guide](#)

ASSOCIATIONS

[Health Professionals Advancing LGBT Equality](#)

Previously known as the Gay and Lesbian Medical Association.

[Society of Rural Physicians of Canada](#)

Providing leadership for rural physicians.

[Federation of Medical Women of Canada](#)

Committed to the development of women physicians and the well-being of all women.

[Canadian Association of Physicians with Disabilities](#)

A forum for discussion of issues of mutual interest and concern to physicians with disabilities.



Wellness Resources

FINANCIAL

Articles and Resources

[How to Get Your Free Credit Report and Check Your Credit Score](#)

Three ways to get your credit report in Canada.

Credit Counselling Society

[UBC Transition into Practice Program - Financial Management](#)

UBC PGME

[How to Find a Job Post-Training](#)

UBC PGME Transition into Practice Program

[Finance Articles from Emergency Physicians Monthly](#)

From debt to investment to taxes, a range of financial articles tailored for physicians.

[MD Management](#)

Specializes in financial planning services for physicians.

[Credit Counselling Society of BC](#)

Canada's leading non-profit debt solution provider with 12 locations in BC.

[Financial Literacy Counsel Inc.](#)

The FLCI is contracted to provide financial services and consultation (at no cost to residents) through Resident Doctors of BC.

INTERACTIVE RESOURCES

[Debt Payment, Interest, Expense and Savings Calculators](#)

Calculations are performed based on your inputted information. Below the graph is an explanation to help you understand what you're seeing.

Credit Counselling Society

[Free Interactive Budget Calculator Spreadsheet for Canadians](#)

Credit Counselling Society



Wellness Resources

GENERAL

Articles and Resources

[Time Management: A Review for Physicians](#) by Dr. Brunicardi and Dr. Hobson
Journal of the National Medical Association

[Understanding Procrastination](#)
California Polytechnic State University

[Mentorship](#)
Resident Doctors of Canada

[Teaching Tips for Residents and Fellows](#)
UBC Faculty of Medicine

[New In Practice Guide - What Residents Need to Know Before Entering Practice \(PDF\)](#)
Canadian Medical Association

[Presentation: Resident Health and Well-being—Building Resilience](#)
Canadian Medical Association

[Physician Health Matters: A Mental Health Strategy for Physicians in Canada \(PDF\)](#)
Canadian Medical Association

[Getting Published: Tips for Residents](#)
AMA

Audio & Video

[Reduce Test Anxiety: Guided Visualization](#) (5:32)
A free live-streaming audio file from MIT Medical

[Dr. Mamta Gautam on Physician Wellness](#) (56:21)
And insightful talk by Dr. Gautam, a psychiatrist specializing in physical wellness.



Additional Resources

GET HELP

All of the services listed below are confidential. The services will only collect, use, or disclose your information to provide services and support to you, as consented by you, or as required by law. All information you provide, including your personal and health information, and the fact that you have contacted the service, is held in confidence.

Resident Wellness Office

Phone: 1 855 675 3873

Email: resident.wellness@ubc.ca

Website: www.postgrad.med.ubc.ca/resident-wellness

Process of Contact: The Resident Wellness Office administrative hours are Monday to Friday from 8am – 4pm. Outside of these hours, you are always welcome to leave a message or send an email and you will receive a prompt reply. If you require immediate assistance outside of these hours, please contact the services listed below.

Physician Health Program of BC

24-hr Toll-Free Line: 1 800 663 6729

Email: info@physicianhealth.com

Website: www.physicianhealth.com

Process of Contact: PHP offers 24-hour access where you can be connected to an intake counselor who will quickly determine with you what your needs are and will provide you with access to a variety of services which include a network of clinical counsellors.

[CONTINUED](#) →



Additional Resources

GET HELP

Employee and Family Assistance Program (EFAP)

Phone: 604 872 4929

24-hr Toll-Free Line: 1 800 505 4929

Email: help@efap.ca

Website: www.efap.ca

Process of Contact: EFAP is a confidential counselling service specialized to provide service to healthcare employees and families throughout BC. They have an “affiliate network” with counsellors anywhere clients are, and also offer telephone counselling. EFAP provides short term counselling, 4-6 sessions on average. You will have a brief intake with an intake counsellor, who will ask which health authority you work for to ensure eligibility.

BC-Wide Crisis Line

Phone: 604 872 3311

24-hr Toll-free Line: 1 800 SUICIDE (784 2433)

Website: www.crisiscentrechat.ca

SAFER (Suicide Attempt Follow-up, Education and Research)

Phone: 604 875 4794

Hours of Operation: Mon - Fri, 8:30 a.m. - 4:30 p.m.

For Vancouver residents, provides counselling for individuals age 19 and over who have made a suicide attempt, are currently suicidal, or have suicidal ideation; also offers support and education for people who are concerned about the risk of suicide in a significant other or bereaved by a suicide death.



