Visiting Electives Student Support Guide

UGME Student Affairs:

The Office of Student Affairs can assist visiting students in many areas, including:

- Managing unforeseen circumstances such as illness, absence, grief/loss, personal stressors, Connecting students with other relevant and appropriate resources
- Academic support during your visit with us

UGME Student Affairs is headed by our Associate Dean, Student Affairs: Dr. Aviva Goldberg, who is also a pediatric nephrologist at the Children’s Hospital in Winnipeg.

For questions or concerns relating to any of the above, please contact studentaffairsmed@umanitoba.ca and they will help guide you to the team member or resource best suited to help address your needs. You can also drop by the office between 9:00am - 5:00pm, Monday to Friday. They are located in P121 in the Pathology Building.

It is also important to note that while the Office of Student Affairs operates under the title of ‘UGME’ it is a completely separate and confidential resource for medical students to access at any point in their training. Information will only be shared with UGME with students’ permission and when they are legally required to break confidentiality (e.g. if a student is at risk for self-harm)

In summary, Student Affairs is an unbiased ear to listen, and make referrals or recommendations when necessary. While you are on elective, you are welcome to visit this office, and we can help work with your home school’s equivalent office if there are issues for which you need help.

Student Services at Bannatyne Campus:

Student Services at Bannatyne Campus (SS@BC) is a vital resource if you find yourself needing support in any way while you are in Winnipeg. They offer a variety of services to help students succeed both personally and academically. Their services are completely confidential and distinct from any academic program, and include:

- Confidential intake and triage and support
- Student support, coordination, case-management and counselling by professionals with a variety of training/approaches (social work, counselling, psychology, etc.
- Learning and study skills development
- Career services (CV support, interview prep, career exploration)
- Financial aid and awards (including a food bank)
- Spiritual health care
Here, students receive support relating to mental health, illness, absence, grief/loss, and personal or family stressors. In addition, SS@BC also has a Health and Wellness Educator, who assists with issues such as substance use, sexual health or general support on any health and wellness matter. Most services are available by appointment, although urgent cases are handled on a priority basis. Hours are extended for some services to accommodate student schedules. Feel free to contact the confidential intake and triage specialist or the director to make an appointment, or stop by the office to set something up.

Their contact information is:

S211 Medical Services Building  
University of Manitoba (Bannatyne Campus)  
Hours: 8:30am - 4:30pm, Monday-Friday  
Phone: 204-272-3190  
Email: bcstudentservices@umanitoba.ca  
Website: https://umanitoba.ca/student/bannatyne/index.html

Mistreatment:

The Office of Professionalism is a confidential resource to access if you have been mistreated. They can share potential next steps and help to advocate/guide you through the process, whether you choose to report or not. This office is completely confidential and your meetings are not shared with anyone in the program or medical school. There also exists an online form to report mistreatment. These resources can be accessed here (http://umanitoba.ca/faculties/health_sciences/medicine/reporting.html)

The Office of Human Rights and Conflict Management is another confidential resource you can utilize if you have any issues regarding your rights/responsibilities as a visiting student. They provide informal conflict resolution supports including one-on-one coaching, mediation, conciliation and facilitated group dialogue. They can help to navigate difficult interpersonal situations and find the best solution for all parties involved.

Office of Human Rights and Conflict Management  
201 Allen Building  
University of Manitoba (Fort Garry Campus)  
Phone: 204-474-6348  
Human.Rights@umanitoba.ca
Resources available:

Student Counselling Centre
S211 and S207 Medical Services Building, Phone: 204-272-3190
Resources for students: [https://umanitoba.ca/student/counselling/students_in_crisis.html](https://umanitoba.ca/student/counselling/students_in_crisis.html)

Ongomiizwin Education

A place for students who identify as First Nations, Metis or Inuit, that are enrolled in health professional programs, to meet, study and explore careers and culture. They provide a welcoming environment that assists students in reaching their academic potential through a variety of programs, resources and supports.

Ongomiizwin has their own computer lab, study space and resource center dedicated to Indigenous student members. In addition, their Elders-in-Residence lead a number of cultural teaching sessions, ceremonies and events throughout the academic year, and are also available for individual and group consultation by appointment.

Ongomiizwin – Education, Student Support
S206 Medical Services
[indigenous.institute.for.health.and.healing@umanitoba.ca](mailto:indigenous.institute.for.health.and.healing@umanitoba.ca)

Spiritual Care for Students and Residents
Provides services at the Bannatyne campus to help students and residents cope with loss, crises, and transitions by assessing and addressing how their spirituality (values and beliefs that contribute to a sense of purpose, meaning, and identity) provides resilience. The coordinator’s method of care is attentive to and respectful of the uniqueness of values and lifestyles, including religious affinities, which shape an individual’s identity.

S211 Medical Services Building
Phone: 204-474-7005
[Edgar.French@umanitoba.ca](mailto:Edgar.French@umanitoba.ca)

Security and Safewalk
The Safewalk Program ([http://umanitoba.ca/campus/security/programs/safewalk.html](http://umanitoba.ca/campus/security/programs/safewalk.html)) provides a student patrol member or security guard to accompany you to your destination on campus. They wear specially marked jackets and are available 24 hours a day, seven days a week. To arrange a safewalk, call 204-789-3330, approach a student patrol, or use a code blue pole or
red phone. The boundaries of the Safewalk Program can be viewed online at https://umanitoba.ca/campus/security/media/Map_Bannatyne_safe_ride.png.

Security Services, S105 Medical Services Building
Phone: 204-789-3330

Spiritual Health Services Health Sciences Centre
The Spiritual Health Services is available to students attending Bannatyne Campus.

Health Sciences BookStore
The bookstore on campus sells medical equipment, including stethoscopes and white coats. Brodie Centre, Bannatyne Campus, Phone: 204-789-3601

Libraries
A place to study and also a location for Student Photo ID Cards.

Neil John Maclean Health Sciences Library
See website for hours, room bookings and more info!

Bannatyne Campus
Phone: 204-789-3342
Website: https://libguides.lib.umanitoba.ca/health

Recreation Services

1) Joe Doupe Recreation Centre - located in the basement of the Brodie Centre, at the Bannatyne Campus.
   727 McDermot Avenue
   Hours: Monday to Friday, 6 am to 10 pm, Saturday and Sunday, 8 am to 8 pm
   Phone: 204-789-3858
   Email: rec_services@umanitoba.ca
   Website: http://umanitoba.ca/faculties/kinrec/facilities/jdc.html

2) Active Living Centre - located at the Fort Garry Campus
   430 University Crescent
   Hours: Monday to Friday, 6 am to 10 pm, Saturday and Sunday, 8 am to 8 pm
   Phone: 204-474-6100
   Email: rec_services@umanitoba.ca
   Website: https://umanitoba.ca/activelivingcentre/
*Both the Joe Doupe Recreation Center and Active Living Center can be accessed by visiting students for the same rate as U of M students. The student rate is $100/term; recreation services would pro-rate that fee based on how long the student is here for.

**Docs MB (PTMA) Physician and Family Support**
24-hour confidential physician and family support line: 1-844-436-2762

**Emergency Contact Info:**

<table>
<thead>
<tr>
<th>INCIDENT</th>
<th>WEEKDAYS</th>
<th>AFTER HOURS</th>
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<tbody>
<tr>
<td>Death or serious injury</td>
<td>Security Services <strong>555</strong> (from a university phone) or <strong>#555</strong> on Rogers or MTS cellular (most efficient means to access Emergency 911 services)</td>
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<tr>
<td>Suicide- imminent threat or attempt</td>
<td>Security Services <strong>555</strong> (from a university phone) or <strong>#555</strong> on Rogers or MTS cellular (most efficient means to access Emergency 911 services)</td>
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<tr>
<td>Suicide – thoughts or threat</td>
<td>Student Counselling Centre - <strong>204-474-8592</strong>; University Health Service - <strong>204-474-8411</strong></td>
<td>Mobile Crisis Service – <strong>204-940-1781</strong>; Klinic Crisis Line (24hrs) – <strong>204-786-8686</strong></td>
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<tr>
<td>Serious emotional distress</td>
<td>Student Counselling Centre <strong>204-474-8592</strong></td>
<td>Mobile Crisis Service – <strong>204-940-1781</strong>; Klinic Crisis Line (24hrs) – <strong>204-786-8686</strong></td>
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<tr>
<td>Event Type</td>
<td>Contact Information</td>
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<td>Trauma debriefing</td>
<td>Student Counselling Centre – 204-474-8592</td>
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<td>Medical emergency</td>
<td>Security Services 555 (from a university phone) or #555 on Rogers or MTS cellular</td>
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<td>(most efficient means to access Emergency 911 services)</td>
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<td>Illness or injury (non urgent)</td>
<td>University Health Service - 204-474-8411</td>
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<td>University Health Service – 204-474-8411 (for students already receiving care from UHS);</td>
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<td></td>
<td>Health Links – 204-788-8200</td>
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<tr>
<td>Sexual assault</td>
<td>Student Counselling Centre - 204-474-8592; Student Counselling Centre – 204-474-8592;</td>
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<tr>
<td>(Contact services only at request of</td>
<td>University Health Service – 204-474-8411</td>
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<td>person assaulted)</td>
<td>Klinic sexual assault crisis line – 204-786-8631</td>
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<td>Crime victim</td>
<td>Security Services – 204-474-9312 (duty officer) or 204-789-3330 (Bannatyne)</td>
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<td>Missing student</td>
<td>Security Services – 204-474-9312 (duty officer) or 204-789-3330 (Bannatyne)</td>
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<td>Extremely disruptive or threatening</td>
<td>Security Services 555 (from a university phone) or #555 on Rogers or MTS cellular, if</td>
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<td>student</td>
<td>imminent threat; otherwise 204-474-9312 (Security Services duty officer) to request</td>
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<td>report to Student Threat Assessment Triage, Intervention, and Support (STATIS) team</td>
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<td>Emergency funding</td>
<td>Financial Aid and Awards – 204-474-9532;</td>
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<td>UMSU - 204-474-8678</td>
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