

Clinical Teacher Certificate

Student Handbook 2017 - 2018

TEACHING & LEARNING

FACULTY DEVELOPMENT

MEDICAL EDUCATION



Family & Community Medicine
UNIVERSITY OF TORONTO

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Handbook also available online: dfcm.utoronto.ca/ce-getting-started

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Program Description

This four module program's goal is to provide advanced training in Health Professions Education for interdisciplinary faculty members who want to increase their teaching effectiveness. It is suitable for part time teachers at all career levels: new, mid-career and seasoned.

The University of Toronto requires dedicated teachers to uphold its reputation and recognizes Excellence in Teaching and Education as one of the three paths to Academic Promotion. This program will assist the professional development of any faculty member or the future teacher who wishes to build a career portfolio in teaching.

Objectives

Participants will be able to:

1. Survey teaching and learning theories and issues in health professional training
2. Acquire skills to design and lead educational programs such as lectures, courses or workshops, appropriate to their own setting
3. Synthesize a personal approach to teaching that is informed by theory and reflection
4. Select and implement comprehensive program evaluation techniques linking to health care professionals' performance and patient outcomes
5. Implement assessment of, and meaningful and continual feedback to, faculty and students
6. Critically analyze important literature in the field of teaching and learning
7. Practice skills in clinical education scholarship

Program Requirements

The Clinical Teacher Certificate is comprised of three components:

Two Required Courses

Two required courses that examine the theoretical base and current issues in clinical education and applications to real life teaching. *Also offered in the combined modular "INTAPT" format.*

- FD07 Teaching and Learning by the Health Professions (A): Principles and Theories
 - FD08 Teaching and Learning by the Health Professions (B): Practical Issues and Approaches
- OR**
- INTAPT (FD07 + FD08) Interprofessional Applied Practical Teaching and Learning in the Health Professions

Practicum (fieldwork)

The practicum (FD90) provides an opportunity for reflective practice of educational knowledge and skills in professional schools and clinical settings.

One Selective Course

An elective course from a variety of academic content areas can be chosen from the DFCM course menu (subject to availability).

CTC Course Completion Checklist

Please use this checklist to keep a record of your courses and for discussion with the Program Director during your quarterly meeting (semi-annual for part-time learners).

Name: _____ Expected End Date: _____

Start Date: _____ Actual End Date: _____

Requirements	Proposed Start Date	Proposed Completion Date	Actual Completion Date
FD07: Teaching & Learning (A): Principles and Theories			
AND			
FD08: Teaching & Learning (B): Practical Issues and Approaches			
OR			
INTAPT (FD07 + FD08): Interprofessional Applied Practical Teaching and Learning in the Health Professions			
FD90: Medical Education (Teaching) Practicum			
Selective Course:			
Other Courses (Optional) <i>Additional fees apply</i>			
1.			
2.			

Course Schedule

Dates are subject to change; please consult our website for the most current information: dfcm.utoronto.ca/ce-courses

Course Title	Instructors	Period	Time	Location
FD01: Appraising and Applying Evidence to Assist Clinical Decision Making	W. Rosser, C. Holmes, MB DeRocher	Sept - Dec, Jan - Apr, May - Aug	Variable	Online
FD03: Social, Political and Scientific Issues in Family Medicine	Samantha Green	Continuous July – June	Wednesdays 0900h-1200h	Room 303 500 University Avenue
FD05: Research Issues in Family Medicine / Primary Care	Paul Krueger, Sheila Dunn	September – December	Weds (x10) 1300h-1700h	Room 303 500 University Avenue
FD07: Teaching & Learning A: Principles & Theories	Judith Peranson	July — August	Thursdays (x5) 0800h-1700h	Room 303 500 University Avenue
FD08: Teaching & Learning B: Practical Issues & Approaches	Judith Peranson, Kathleen Doukas	Late April — June	Thursdays (x5) 0800h-1700h	Room 303 500 University Avenue
FD07+FD08: INTAPT	A. Ghavam-Rassoul, J. Peranson, et al.	Fall one week & Winter one week	Monday-Friday 0800h-1700h	Room 303 & 365 500 University Avenue
FD09: Continuing Education in Health Professions	Savithiri Ratnapalan	September – December	Mondays (x5) 0900h-1700h	12th flr conference rm 525 University Avenue,
FD10: Theory and Practice of Behaviour Change	Peter Selby, Dawn Martin	May – June	Fri / Wed (x8)	Room 103 175 College Street
FD11: Continuing Education – Planning, Management and Evaluation	Savithiri Ratnapalan	5 days in May	0900h–1700h	12th flr conference rm 525 University Avenue,
FD12: Advancing the Future of Healthcare through Interprofessional Learning (EHPIC)	Mandy Lowe, et al.	5 days in June	Monday-Friday 0800h-1700h	St. Andrew's Club 150 King Street West
FD13: Leading Improvement in the Quality of Health Care for Community Populations	TBD			
FD14: Curriculum Foundations in Health Practitioner Field-based Education	S. Glover Takahashi, E. Abner	January – April	Mon / Tues (x6) 0900h-1600h	Room 303 / 602 500 University Avenue
FD15: Assessment and Evaluation Issues in Health Practitioner Field-based Education	S. Glover Takahashi, M. Nayer	May – June	Mon / Tues (x6) 0900h-1600h	Room 303 / 602 500 University Avenue
FD16: Applied Survey Methods for Health Care Professionals	Paul Krueger	April—June	Weds (x9) 1300h-1700h	Room 303 500 University Avenue
FD17: Educational Technology for Health Practitioner Education	Heather MacNeill, Cindy Plunkett	January – April	Tuesdays in-class and online	Room 303 500 University Avenue
FD18: Family Medicine and Primary Care in the Global Health Context	Katherine Rouleau, Freida Chavez	January—April	Weds (x7) 1300h-1730h	Room 320 263 McCaul Street
FD23: Practical Management Concepts & Cases in Small Health Organizations	Julia Alleyne, Jocelyn Charles	January—April	Thurs (x10) 0900h-1200h	Room 303 500 University Avenue
Pilot 1: Faculty Development in the Health Professions I	Karen Leslie, Jana Lazor	January – April	Fridays (x8) 1200h-1600h	Li Ka Shing Knowledge Institute
Pilot 2: Using data to improve health, practice performance and understand social determinants	Andrew Pinto	July—August	Weds (x6) 1400h-1700h	Room 301 500 University Avenue

Course Descriptions

Visit our website for detailed course descriptions: dfcm.utoronto.ca/ce-courses

FD01: Appraising and Applying Evidence to Assist Clinical Decision-Making (ONLINE COURSE)

Instructors: W. Rosser, C. Holmes and MB DeRocher
Offered 3 times a year: Jan – Apr, May – Aug, Sept – Dec

This course provides a theoretical review of methods to critique Family Medicine literature. There is a focus on discussion about methods that may be used to effectively incorporate evidence-based medicine into teaching in clinical settings.

The course is organized into nine modules. Each module includes required reading, supplementary reading and the completion of two literature critiques. Ideally, each student will complete one module per week, with one or two extra weeks during the course.

FD03: Social, Political & Scientific Issues in Family Medicine

Instructor: Samantha Green
Wednesday mornings, 9 a.m. to 12 noon
Year-long course: July 1 to June 30 or Sept 1 to Aug 31

The seminar series is intended to be a loosely organized forum where the participants can deliberate, discuss and debate a wide variety of social, political and scientific issues that directly or indirectly influence primary health care.

Examples of "social" factors: socioeconomic disparity in Ontario or globally. Examples of "political" factors: the health care system in Ontario. Examples of "scientific" factors: controversial areas in the medical literature.

FD05: Research Issues in Family Medicine / Primary Care

Instructors: Paul Krueger and Sheila Dunn
Weds afternoons, Sept – Dec, 10 four-hour sessions

This course provides an introduction to research methods in family medicine and primary care. By itself, it is not intended to provide the training necessary to do research. However, it is an excellent first step for those wanting to pursue advanced training in primary care research. The course will familiarize the student with the principles of research methods, research design, and clinical measurement and will reinforce critical appraisal skills.

FD07: Teaching and Learning by the Health Professions A: Principles and Theories

Instructor: Judith Peranson
Thursdays, July – August, 5 full day sessions

This course is designed to provide participants with a broad introductory overview of teaching and learning issues in health professional training as a field of scholarly inquiry and research.

Credit for FD07 + FD08 can also be achieved by completing both weeks of INTAPT

FD08: Teaching and Learning by the Health Professions B: Practical Issues & Approaches

Instructors: Judith Peranson and Kathleen Doukas
Thursdays, May – June, 5 full day sessions

This course is designed to provide participants with opportunities to develop a scholarly and practical approach to teaching with generous use of case studies and in working in small groups and multidisciplinary teams.

Credit for FD07 + FD08 can also be achieved by completing both weeks of INTAPT.

INTAPT: Interprofessional Applied Practical Teaching and Learning in the Health Professions

Instructors: Abbas Ghavam-Rassoul, Judith Peranson, et al.
One week in fall and one week in winter
Combined FD07 + FD08

This course is designed to provide participants with a broad introductory overview of teaching and learning issues in health professional training as a field of scholarly inquiry and research.

This course will also examine the major topics which are important in developing educational programs for health sciences and will introduce students to some of the important literature in the field of teaching and learning.

FD09: Continuing Education in Health Professions

Instructor: Savithiri Ratnapalan
5 full Mondays in the fall

The purpose of this course is to provide learners with a comprehensive and working knowledge of the field of continuing health professional education in the context of knowledge translation. This is an expanding area of higher education and professional practice to which increasing academic attention is directed. In particular, the application of CE and continuing professional development to closing the clinical care gap between what is known and what health professionals actually do, has assumed significance in the Canadian context.

Course Descriptions

Visit our website for detailed course descriptions: dfcm.utoronto.ca/ce-courses

FD10: Theory and Practice of Behaviour Change in Health Professional Settings

Instructors: Peter Selby and Dawn Martin
Fridays/Wednesdays, May-June

The boundaries of providing quality health care are expanding. Clinical professionals are expected to take central roles in promoting healthy behavior and lifestyles. Understanding an individual's values, beliefs and health priorities increases the chance that a behavior change goal will be successful and then maintained. A client-centered approach is critical to enhancing and deepening this understanding.

FD11: Continuing Education – Planning, Management and Evaluation

Instructor: Savithiri Ratnapalan
5 days in May
Pre-requisite: FD09

Teachers and educators in healthcare function as leaders in education and need the knowledge and skills to plan and manage educational projects and programs. This course is designed to provide a practical approach to educational program planning and implementation.

FD12: Advancing the Future of Healthcare through Interprofessional Learning

Course Director: Mandy Lowe
One week in June

This course aims to develop leaders in interprofessional education who have the knowledge, skills and attitudes to teach both learners and fellow colleagues the art and science of working collaboratively for patient-centered care. The course is designed to provide participants with an immersion experience and to allow them to understand constructs related to interprofessional collaboration.

FD13: Leading Improvement in the Quality of Health Care for Community Populations

Instructor: TBD

Primary and community health is the foundation of health care in our system. Yet measurements of performance in the Canadian system show that there is room for improvement. Health care providers are primarily motivated in improving care, yet often lack the core skills in quality improvement, nor have been trained in leading or managing the interprofessional teams that are increasingly charged with improving care delivery. This course fills two key niches – developing skills in quality improvement, and the management and leadership of interprofessional teams.

FD14: Curriculum Foundations in Health Practitioner Field-based Education

Instructors: Susan Glover Takahashi and Erika Abner
Mondays and Tuesdays, Jan—Apr, 6 full day sessions

This course explores the best practices in curriculum foundations in residency and other professional field-based education. Topics will include: curriculum models, understanding learners and teachers' needs, approaches to teaching knowledge, skills and attitudes, learning milieu and introduction to assessment and evaluation issues.

FD15: Assessment and Evaluation Issues in Health Practitioner Field Based Education

Instructors: Susan Glover Takahashi and Marla Nayer
Mondays and Tuesdays, May – June, 6 full day sessions
Pre-requisite: FD14

This course will explore the theory and practice of three inter-related processes in field-based education: curriculum mapping, assessment of learners and teachers and program evaluation. Students will undertake group projects preparing curriculum maps as well as developing assessment instruments such as examinations, in-training evaluation reports, and simulations. These projects will include class presentations as well as final written reports.

FD16: Applied Survey Methods for Health Professionals

Instructor: Paul Krueger
Wednesday afternoons, April—June

This tutorial based course focuses on practical issues related to the design, development, conduct, management, and analysis of surveys. Students will apply the knowledge gained in this course to the construction of a survey questionnaire and the preparation of a survey research proposal. The course will cover a variety of survey methods including mailed surveys, web surveys, telephone surveys and mixed mode surveys as well as issues related to questionnaire design, sampling, pilot testing, survey implementation, data collection, data management, data analysis, and ethics.

FD17: Educational Technology for HP Education

Instructors: Heather MacNeill and Cindy Plunkett
Tuesdays in class and online, January – April

The course will explore strategies for technology-enhanced teaching and learning in the healthcare professions. Participants will apply principles, methods, and frameworks for utilizing educational technology in educational contexts.

Course Descriptions

Visit our website for detailed course descriptions: dfcm.utoronto.ca/ce-courses

FD18: Family Medicine and Primary Care in the Global Health Context

Instructors: Katherine Rouleau and Freida Chavez
Wednesday afternoons, January—April

This course is intended to provide an overview of key issues pertinent to the strengthening and delivery of primary care and family medicine around the world while highlighting specifically, based on a review of the evidence, how family medicine can impact global health locally and globally. A key focus of the course will be the history and evolution of primary care, within a broader social policy context as well as a comparative analysis of case studies from around the world.

FD23: Practical Management Concepts & Cases in Leading Small Health Organizations

Instructors: Julia Alleyne and Jocelyn Charles
Thursday mornings, January—April

This is an overview course detailing concepts and issues in leading small health care organizations. Participants will develop an understanding of the leadership and management skills required to be a health care leader.

Pilot 1: Faculty Development in the Health Professions I

Instructors: Karen Leslie and Jana Lazor
Fridays, January – April

Pre-requisites: FD07 and FD08

This course is an introduction to the field and practice of Faculty Development. There will be four areas of focus 1) background and development, 2) scope and practice, 3) underlying theories and core concepts, and 4) contemporary issues and emerging innovations.

Pilot 2: Using data to improve individual health, practice performance and understand social determinants

Instructor: Andrew D. Pinto
Wednesday afternoons, July—August

This six-session course is all about applying a population health approach within traditional health service organizations. Students will learn about some of the common sources of data available to characterize the health of individuals, practices and local communities. Students will engage with data to identify “hotspots” and build population profiles, including the distribution of health outcomes and disease in a practice. Students will discuss innovative ways to understand the health care system at a population level through synthesizing clinical data and community data on social determinants.

FD90: Medical Education Teaching Practicum

Major Practicum: 320 hours | Minor Practicum: 160 hours
Pre-requisite: One of FD07, FD08 or INTAPT must be taken prior to or concurrently with this practicum.

To provide experience in the role of a medical educator in a variety of settings, e.g., medical education committees, medical teachers meetings, undergraduate small group teaching, seminar presentations, resident one to one clinical training, health promotion and continuing professional education.

FD91: Research / Creative Professional Activity Practicum

Major Practicum: 320 hours | Minor Practicum: 160 hours
Pre-requisite: Varies (see practicum outline for full details)

Research and Creative Professional Activity are two other key scholarly endeavors for clinical faculty. This practicum allows Fellows to gain practical experience in these important areas.

The Clinical Teacher Certificate provides advanced training in health professions education for interdisciplinary faculty members who want to increase their teaching, education and academic effectiveness.



Online at UofT

UTORid (utorid.utoronto.ca)

The UTORid is your username (and password) for a number of different online services offered by the University (e.g., email, Portal, wireless network, etc.). At the beginning of your program, you will receive a "Getting on-line at UofT" letter which contains instructions on how to activate your UTORid.

UofT Email (owa2010.utoronto.ca)

During the UTORid activation process, learners are given the opportunity to set up a University of Toronto email address. We encourage all learners to use this email for communications with the program.

Wireless Network (wireless.utoronto.ca)

Learners can connect to the University's wireless network for free while on campus. For information on how to configure your device for wireless access, please visit the above website.

DFCM Website (dfcm.utoronto.ca)

The program website contains a wealth of information including program details, course schedules and important forms.

Learning Portal (portal.utoronto.ca)

The Portal is an online learning management system which allows learners to access course materials and resources. If a course you are enrolled in is not listed on the Portal, please contact us.

AFGS Online Community

(tinyurl.com/afgsccommunity)

This is our private space on the Learning Portal where all pertinent information — events, deadlines, closures, etc. — will be posted. You can also use this space to discuss issues, throw around ideas and pass on interesting information. Be sure to subscribe to the discussion board in order to receive a notification whenever a new announcement is posted.

UofT Libraries (onesearch.library.utoronto.ca)

Learners can access the University's collection of articles, e-Journals and databases using their UTORids. To borrow physical materials from the University's vast network of libraries, take your "Getting on-line at UofT" letter and photo identification (e.g., passport) to Robarts Library to obtain a library card.

Policies and Guidelines

A select list of policies and guidelines is below.

- Plagiarism
writing.utoronto.ca/advice/using-sources/how-not-to-plagiarize
- Standards of Professional Practice Behaviour for all Health Professional Students
www.governingcouncil.utoronto.ca/Assets/Governing+Council+Digital+Assets/Policies/PDF/ppsep012008i.pdf
- Guidelines for Appropriate Use of the Internet, Electronic Networking and Other Media
medicine.utoronto.ca/sites/default/files/Appropriate%20Use%20of%20The%20Internet.pdf
- Hollenberg Report on Creative Professional Activity
deptmedicine.utoronto.ca/sites/default/files/The%2BHollenberg%2BReport.pdf
- Academic Competencies for Medical Faculty
www.sfm.org/fmhub/fm2007/May/Dona343.pdf

DFCM Amenities

Hours of Operation

The department is open from 9am-5pm, Monday-Friday. There is normally no access on Saturday or Sunday. The building is accessible between 7:45am and 6:00pm.

Meeting Rooms

Please be aware that the department is an open space work environment and we ask that you work quietly in common areas. Meeting rooms can be booked for group meetings, breakout sessions or seminars. Should you need to book a room please contact program staff well in advance.

Study Spaces

There is designated study space in the DFCM library for program participants. This space is accessible during our regular operating hours. The University of Toronto also has a wonderful system of libraries with longer hours which may be more suitable to your needs. For a list of central libraries and their hours please visit: [re-source.library.utoronto.ca/hours/](https://source.library.utoronto.ca/hours/)

Computer Workstations

Several workstations are available for use in the DFCM library during regular office hours. Please remember that this is quiet space that is shared with others who are also working.

DFCM Library

The DFCM library collection consists of hard copy and online books, periodicals, Residents' projects and a selection of previous Fellows' papers.

To borrow books or for help with literature searching, contact Robyn Butcher:

Tel: 416-978-5606

Email: dfcm.librarian@utoronto.ca

Website: dfcm.utoronto.ca/landing-page/library

Supplies

In general, stationery and office supplies are not provided by the department.

Photocopying and Printing

Learners may use the departmental photocopier and printer without charge for *small* print jobs. The Department ID for our learners is 5001. There is no password. The program asks all learners to show restraint in the use of photocopy and to keep the ID confidential.

Kitchen Facilities

Learners are welcome to use the kitchen facilities while at the department. Learners are asked to clean up after themselves and ensure that all rooms are left tidy after each session.

Student Conference Support Fund

The Department of Family and Community Medicine is committed to fostering and supporting scholarship across all programs in our department. Through the Academic Fellowship and Graduate Studies (AFGS) Student Conference Support Fund, the AFGS Program aims to support current AFGS learners in presenting scholarly work related to their AFGS program at national or international conferences.

DFCM is committed to fostering and supporting scholarship across all programs in our Department.



Living in Toronto

Living Expenses

Applicants from abroad should secure funding well in advance of starting their intended program. In addition to tuition fees, a single adult will likely require a minimum of \$1,500 per month in living expenses plus health insurance costs.

Housing

Housing costs in Toronto can vary from \$700/month for a room to \$3000/month for a three bedroom apartment. Most local newspapers and many websites have listings of available rental housing by area.

Banking

Upon arriving in Toronto, you should open a chequing account and obtain a Canadian funds credit card. Many banking alternatives are available in the area:

- BMO Bank of Montreal
438 University Avenue | bmo.com
- CIBC
460 University Avenue | cibc.com
- RBC Royal Bank of Canada
443 University Avenue | rbcroyalbank.com
- Scotia Bank
522 University Avenue | scotiabank.com
- TD Canada Trust
465 University Avenue | tdcanadatrust.com

Transportation

Public Transit

The Toronto Transit Commission (ttc.ca) operates buses, streetcars and subways in Toronto.

GO Transit (gotransit.com) is the regional public transit service for the Greater Toronto and Hamilton area.

Driving in Ontario (www.mto.gov.on.ca)

International learners must obtain an Ontario license in order to drive in the province. You will also need appropriate insurance valid in Ontario. If you have a valid license from another country or an international driver's license, you may use this for up to 60 days.

Health Care

The University of Toronto participates in a Health Insurance Plan (uhip.ca) for international learners and their families. UHIP provides basic coverage for most medically necessary services.

To apply, please contact the program staff. Learners must enroll within one month of their arrival or be subject to a penalty.

To find a doctor for you and your family, you can contact Health Care Connect: health.gov.on.ca/en/ms/healthcareconnect/public/

Each July there are new resident family physician trainees accepting new patients at the DFCM teaching sites. It may be possible for learners and their families to register as regular patients with one of these residents. All residents are supervised by DFCM faculty physicians.

Child Care

There are over 990 licensed child care centers and over 2000 approved home care providers in Toronto. To find a child care program that fits your needs, please visit the City of Toronto's website: toronto.ca/children/childcare

Toronto Public Schools

International learners traveling to Canada with their school aged children can contact the Toronto District School Board (tdsb.on.ca) to register them in school during their stay in Canada.

Your home address in Toronto will determine which school your child is eligible to attend. Some schools in the UofT area are Orde Street Public School, Jesse Ketchum Public School and Huron Street Jr. Public School.



Holiday Schedule

July 1, 2017 to June 30, 2018	
Canada Day	Monday, July 3, 2017
Civic Holiday	Monday, August 7, 2017
Labour Day	Monday, September 4, 2017
Thanksgiving Day	Monday, October 9, 2017
Christmas / New Year	Thursday, December 21, 2017 to Tuesday, January 2, 2018 inclusive
Family Day	Monday, February 19, 2018
Good Friday	Friday, March 30, 2018
Victoria Day	Monday, May 21, 2018
July 1, 2018 to June 30, 2019	
Canada Day	Monday, July 2, 2018
Civic Holiday	Monday, August 6, 2018
Labour Day	Monday, September 3, 2018
Thanksgiving Day	Monday, October 8, 2018
Christmas / New Year	Monday, December 24, 2018 to Friday, January 4, 2019 inclusive
Family Day	Monday, February 18, 2019
Good Friday	Friday, April 19, 2019
Victoria Day	Monday, May 20, 2019

Useful Websites

Social and Information Resources

Government of Canada
canada.ca

Citizenship and Immigration Canada
cic.gc.ca

Ontario Travel & Tourism
ontariotravel.net

City of Toronto – Official Website
toronto.ca/

City Directory
toronto.ca/city_directory

Community, Social, Health and Government Services
211toronto.ca

Tourism Toronto
seetorontonow.com

Shopping and Events in Toronto
toronto.com

Toronto Public Libraries (TPL)
torontopubliclibrary.ca

TPL - ESL and Newcomer Programs
torontopubliclibrary.ca/programs-and-classes/categories/newcomer-esl-programs.jsp

TPL - Health and Wellness Classes
torontopubliclibrary.ca/programs-and-classes/categories/health-wellness.jsp

TPL Library holdings in languages other than English
torontopubliclibrary.ca/books-video-music/your-language/

Writing at the University of Toronto
writing.utoronto.ca

The Purdue Online Writing Lab (OWL)
owl.english.purdue.edu

Transit

Bike Share Toronto
bikesharetoronto.com

GO Transit (regional trains and buses)
gotransit.com

Green P Parking
parking.greenp.com

Toronto Transit Commission (local buses & subways)
ttc.ca

Housing

Canpages Real Estate
canpages.ca/real-estate

Gottarent.com
gottarent.com

RentCanada
rentcanada.com

Viewit.ca
viewit.ca

Contacts

Academic Fellowship and Graduate Studies Program

dfcm.utoronto.ca/continuing-education

Dr. Julia Alleyne	Director, MPH (FCM), MScCH (FCM), AF and CRC	julia.alleyne@utoronto.ca	Tel: 416-978-1914
Dr. Abbas Ghavam-Rassoul	Director, MScCH (HPTE), MEF and CTC	a.ghavam.rassoul@utoronto.ca	Tel: 416-978-1914
Diana Kam	Program Coordinator	healthteach.grad@utoronto.ca	Tel: 416-978-8363
Ancy Jacob	Program Assistant	familymed.grad@utoronto.ca	Tel: 416-978-1914

DFCM Library

dfcm.utoronto.ca/landing-page/library

Robyn Butcher	DFCM Librarian	dfcm.librarian@utoronto.ca	Tel: 416-978-5606
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Emergency and Safety Services

www.communitysafety.utoronto.ca/ | 416-978-1485

Emergency Services			
Fire, Police, Ambulance	911	Campus Community Police	416-978-2222
Community Support			
Distress Centres	416-408-4357	Assaulted Women's Helpline	416-863-0511
Gerstein Centre (mental health crisis)	416-929-5200	Toronto Rape Crisis Centre	416-597-8808
Good2Talk	1-866-925-5454	Sexual Assault & Domestic Violence Care Centre	416-323-6040

