McGill Faculty Of Medicine Undergraduate and Postgraduate Learner Mistreatment Reporting Process

Learner Distress Due to Mistreatment

**Definition of Mistreatment**

Note: Students always have a choice of using the University Ombudsman (ombudsperson@mcgill.ca)

Escalated to relevant authority
- Department Chair
- Program Director
- Director of Professional Services

**Anonymous report** (online evaluation of faculty, resident or course; Red Apple on The WELL Office website)

**Direct report** (not anonymous) to the WELL Office (email, phone, in-person)

The WELL Office
(All information confidential, unless student gives explicit permission)

**Triage**
All reports are documented in database and triaged based on severity

**Examples of significant, major, critical incidents**

- **Significant Incident**
  - Inappropriate comments about sexual, racial or ethnic groups NOT directed to students or patients
  - Belittling / humiliating comments, especially public
  - General Rudeness

  Documented in mistreatment database and monitored

  Reports have a 6 month waiting period to guarantee student anonymity/no evaluative consequence

  3 or more instances

- **Major Incident**
  - Inappropriate sexual, racial or ethnic comments directed towards students or patients
  - Personal services (e.g. dry cleaning, babysitting)

  Escalated to relevant authority

  - Department Chair
  - Program Director
  - Director of Professional Services

- **Critical Incident**
  - Potentially criminal act such as sexual assault, physical assault
  - Patient safety concerns

  Escalated to relevant authority

  - Government authority (Such as the police)

  - Vice-Dean, Academic Affairs
  - Associate Dean, PGME
  - Vice-Dean, Health Affairs

October 2018

http://www.mcgill.ca/thewelloffice/