Learner Distress Due to Mistreatment

**Definition of Mistreatment**

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

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

### 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

**Government authority** (Such as the police)

Escalated to relevant authority
- Vice-Dean, Academic Affairs
- Associate Dean, PGME
- Vice-Dean, Health Affairs

Recurrent

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