**McGill Faculty Of Medicine Learner Mistreatment Process**

**Learner Distress Due to Mistreatment**

**Definition of Mistreatment**

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

**The WELL Office**

(All information confidential, unless student gives explicit permission)

**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)

**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

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

**Escalated to relevant authority**

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

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

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