



<b>Policy Title:</b> <i>Student Mistreatment on campus &amp; in clinical: Policy &amp; processes within ISoN</i>	
<b>Responsible Executive(s):</b>	<i>Director, Ingram School of Nursing</i>
<b>Responsible Office(s):</b>	<i>Director, Ingram School of Nursing</i>
<b>Contact:</b>	<i>Director, Ingram School of Nursing</i>
<b>Date Issued:</b> yy/mm/dd	
<b>Date Last Updated:</b> yy/mm/dd	<i>2024/06/04</i>

**I. Policy Statement**

This policy is intended to ensure that all ISoN students: 1) are able to recognize mistreatment events; and 2) are aware of the process for alerting or reporting instances of mistreatment they may have witnessed or experienced by a member or affiliate member of ISoN. The intention is for ISoN to be made aware of all mistreatment events impacting our members and address these events either directly or indirectly, to ensure that we maintain optimal learning environments.

This policy describes the process of reporting mistreatment events involving students and the management of that report by ISoN.

**II. Who Is Affected By This Policy**

This policy applies to all ISoN students who have experienced or witnessed a mistreatment event by a member or affiliate member of ISoN.

**III. Exclusions**

Mistreatment experienced by faculty, staff or other members of the ISoN community.

**IV. Definitions**

**Clinical Supervisors:**

- *Clinically-employed:* Preceptor/Supervisor, Assistant Head Nurse, Head Nurse, Nurse Manager, Clinical Educator, or other authoritative figure at the clinical site
- *ISoN-hired:* clinical instructor (CI), circulating clinical instructor (CCI), clinical facilitators (CF), project support (PS), supervisor and student support professionals (SSSPs).



**Disciplinary Officer:** a member of the University who has powers, duties and obligations expressly conferred upon them in the Code of Student Conduct and Disciplinary Measures. They are involved when students breach their code of conduct. For more information:

<https://www.mcgill.ca/students/srr/disciplinary/officers> .

**Mistreatment:** Disrespectful or unprofessional behaviour directed at a learner or a group of learners that has a negative effect on the learner or the learning environment. It includes any conduct that is contrary to the principles that support a respectful environment and includes making demeaning, offensive, belittling and disrespectful comments, using abusive language, engaging in bullying, harassment and discrimination.

**Reporter:** A person (using their name or anonymously) who either experienced or witnessed a mistreatment event and acknowledges it using the processes described in this policy.

**Students:** Individuals registered for studies in ISoN.

**Witness:** a term sometimes employed by those investigating claims, which refers to those giving information about a claim.

## V. Policy

This policy describes the reporting and management of mistreatment of students by other members of the ISoN community and network. In line with the professionalism standards expected of students and other members of the ISoN community, students are strongly encouraged to report instances of mistreatment. ISoN commits to considering all reports of mistreatment received and addressing them appropriately and within the framework of the law.

## VI. Procedures

### A. Identifying Mistreatment Events

Students should familiarize themselves with the definition of a mistreatment event so they can recognize them (see definition above). Students are encouraged to thoughtfully evaluate whether the event they experienced or witnessed qualifies as mistreatment. It is important to ensure that reports are made accurately and with genuine intent. Section VII of this policy lists additional resources that can assist students in identifying mistreatment events.

### B. Reporting Mistreatment Events

1. Students are encouraged to talk about and report the situation:



- a. All students are encouraged to talk to someone they trust, which can be a peer, a family member, Faculty, administrative staff (ex.: Nursing Student Affairs Office) or a Clinical Supervisor, or professionals from available resources listed in Section VII.
- b. All students are encouraged to report the event officially:
  - i. ISON students are strongly encouraged to use the internal ISON process, the [ISON Mistreatment Report Form](#) to report **directly to the Associate Dean and Director of ISON through the assistant to that office. The Director has no role in student grading or clinical placements and their assistant is familiar with protecting confidential information.** The [ISON Mistreatment Report Form](#) was created for this purpose. In completing this form, students may choose not to include their name (i.e., to report anonymously). If that choice is made, potential responses to the mistreatment by ISON will necessarily be limited. The reporting form also provides information about available resources for the ISON member affected. All reports are received by the Director's Assistant and forwarded directly to the ISON Director for assessment and action.
  - ii. McGill offers many channels to report events depending on their nature. As members of the Faculty of Medicine and Health Sciences, students can choose to report to the [Office of Respectful Environments \(ORE\)](#)  
**NOTE:** While the ORE is the pathway to report concerns about mistreatment in the **clinical environment**, it will triage reports submitted and refer those occurring **on-campus** to the appropriate resource. The direct path to report on-campus incidents is the [McGill Office of the Dean of Students](#), with the exception of incidents related to sexual misconduct, which are referred to the [Office for Sexual Violence Response, Support and Education](#). Students may also report to the [Office of Mediation and Reporting](#)

### C. Management of Mistreatment Events

All reports sent to ISON are analyzed by the ISON Director, who has no influence on student assessments or grades.

1. If the name of the Reporter and/or student (if they are one in the same) are provided, the ISON Director will contact them within 1-3 business days of having received the report. Available resources will be reviewed to ensure the individual(s) are aware of the supports available and the claim will be reviewed. Absences from courses, until the ISON Director makes contact, will not be penalized, but must be communicated by the student to the Course Coordinator.
2. As needed, and only with consent of the reporter, the event will be addressed and managed by the Director with key individuals within and/or outside of ISON, who will have agreed to maintain the confidential nature of the claim.



3. No formal investigation can be made of the claim unless the reporter is willing to provide their full name.
4. Under Canadian law, there is an assumption of innocence unless proven otherwise. Therefore, where applicable, the accused will continue to be remunerated as the investigation takes place.
5. A confidential repository is maintained by the Director's Assistant. Reports are analyzed for trends and general action plans may be generated and implemented to ensure overall quality improvement of clinical sites or training.
6. If needed and wherever possible, consultation may occur with experts in full respect of anonymity.
7. Students will not be subject to any negative consequences if they report a concern in good faith, even if they were mistaken about the conduct and it was not mistreatment or unprofessional conduct.
8. If indicated that the reporter provides consent to share information regarding an event that may involve other students who may be breaking the Code of Student Conduct, the information will be shared with the Disciplinary Officer. If not, it will remain with the ISO N Director.
9. Depending on the nature of the mistreatment claim, if found to be true, the consequences on the individual are guided by Human Resources at the FMHS or McGill centrally. These consequences are kept confidential; the reporter is not privy to this information.

#### **D. Communication of the policy**

- The NUS and NGS A executive members are expected to be familiar with the policy and act as a resource to guide students towards resources and the ISO N Mistreatment Report Form.
- The policy is posted on the ISO N website and links to the policy are made available in the Student Handbooks and on the course outlines for all courses.
- A summary of the policy will be presented during the onboarding session for clinical courses.
- A poster with the algorithm for reporting, the link to the form and a list of updated Student Resources is made available in the MyCourses of each clinical course.

#### **VII. Related Documents, Forms and links**

ISO N Mistreatment Report Form:

<https://forms.office.com/Pages/ResponsePage.aspx?id=cZYxzedSaEqvqfz4-J8J6hUNdQTuqihAtdgTmn2xjuNUOUtLVTEwV1BZVDJDU0VJUVpPMU5PTVk0UC4u>

Faculty of Medicine and Health Sciences, Office for Respectful Environment:

[www.mcgill.ca/medhealthsci-respectful-environments/definitions-mistreatment](http://www.mcgill.ca/medhealthsci-respectful-environments/definitions-mistreatment)

Office for mediation and reporting: [www.mcgill.ca/omr/book-consultation](http://www.mcgill.ca/omr/book-consultation)

Professionalism as described in the [Code of Students Conduct and Disciplinary Procedures](#) and the [Student Charter of Rights](#)



Professionalism expected of all members of ISO-N in the [Code of Conduct for the Faculty of Medicine and Health Sciences](#)

Laws that govern their learning environments such as:

<http://www2.publicationsduquebec.gouv.qc.ca/dynamicSearch/telecharge.php?type=5&file=2022C2A.PDF>

Support resources available to students: <https://www.mcgill.ca/thewelloffice/resources/mcgill-resources/other-mcgill-resources>

**VIII. Roles and Responsibilities**

Student:	<ul style="list-style-type: none"> <li>Assesses events to identify if mistreatment occurred.</li> <li>Seeks counsel on how to report mistreatment events.</li> <li>Seeks support from available services as needed.</li> <li>Reports mistreatment events.</li> </ul>
Clinical Supervisors and Faculty	<ul style="list-style-type: none"> <li>Minimize mistreatment events from occurring by promoting a respectful learning environment.</li> <li>Recognize mistreatment events.</li> <li>Are open to listening and supporting students to report events for further action as well as seek out appropriate available resources.</li> <li>Report situations of mistreatment to the Director’s office while respecting confidentiality as indicated by the student via the ISO-N Mistreatment Report Form.</li> </ul>
ISO-N Director’s Office	<ul style="list-style-type: none"> <li>Informs Students, Faculty, Staff and Clinical Partners of the Policy</li> <li>Receives and treats reports of mistreatments.</li> <li>Works collaboratively with key ISO-N members and partners to bring improvements to ensure quality education.</li> <li>Escalates as needed (and with reporter’s consent) cases for further investigation.</li> <li>Maintains a confidential repository of mistreatment events to work on quality improvement initiatives.</li> <li>Proposes action plans to promote quality clinical learning environments in collaboration with clinical partners.</li> </ul>
Disciplinary Officer	<ul style="list-style-type: none"> <li>Reviews reported cases (with consent) involving students who may be breaching the <a href="#">Code of Student Conduct</a></li> </ul>

**Policy History and Updates** *(This section details any updates to the policy to track revisions and keep the University community abreast of changes that may affect them.)*



**Policy issuance date: 2024/06/03**

**Date of major changes or revisions: 2024/06 /03 ; Approved by: Ingram Operating Committee**

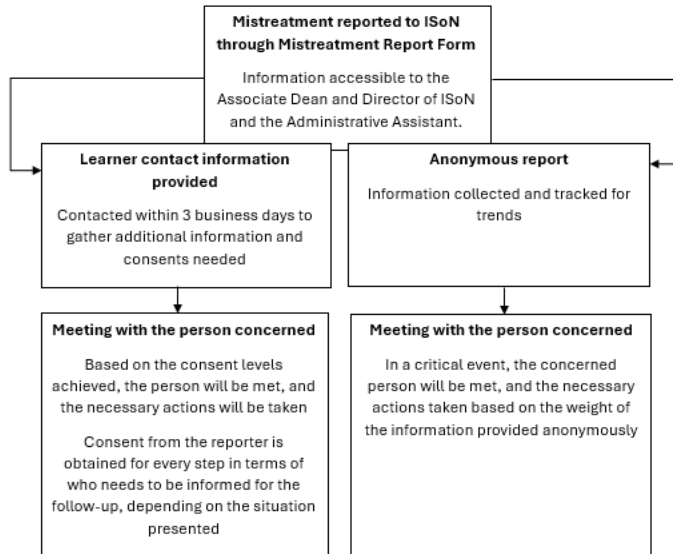
**Policy to be reviewed 2 years after date of major revisions**



### Appendix A: Poster for Students – Reporting Section (page 1)

**Mistreatment Reporting: ISoN Learning Environments - Reporting and Support**

In line with the professionalism standards expected of students and other members of the ISoN community, students are strongly encouraged to report instances of mistreatment. ISoN commits to considering all reports of mistreatment received and addressing them appropriately and within the framework of the law.



- Other reporting mechanisms available:**
- Office for Respectful Environment
  - Office of the Dean of Students
  - Office of the Ombudsperson
  - Office of Mediation and Reporting
  - Office for Sexual Violence Response, Support and Education (OSVRSE)
  - WELL Office
  - McGill Incident reports
  - Clinical sites have AH-223 reports

**Report form:** Click [here](#) or scan the QR code



When in doubt or if you have any questions, please contact the Associate Dean and Director's Administrative Assistant at [directoradmin.nursing@mcgill.ca](mailto:directoradmin.nursing@mcgill.ca)

Rev: June 2024



(continued) Appendix A: Poster for Students – Resource Section (page 2)

Resources

**ON-CAMPUS RESOURCES**

**First Peoples' House**

Support for Indigenous students

514-398-3217

[mcgill.ca/fph](http://mcgill.ca/fph)

**International Student Services**

514-398-4349

[mcgill.ca/internationalstudents](http://mcgill.ca/internationalstudents)

**Local Wellness Advisors**

[mcgill.ca/lwa](http://mcgill.ca/lwa)

**McGill Office of Religious  
and Spiritual Life**

514-398-4104

[mcgill.ca/morsl](http://mcgill.ca/morsl)

**McGill Students Nightline**

514-398-6246

**Office for Mediation and Reporting**

514-398-6419

[mcgill.ca/omr/contact-us](http://mcgill.ca/omr/contact-us)

**Nurse Peer Mentorship**

[nmpm.nursing@mcgill.ca](mailto:nmpm.nursing@mcgill.ca)

**COMMUNITY RESOURCES**

**Info Santé/Info-Social**

To speak with a Nurse or [Social Worker](#)  
24/7. Dial 811 from any Quebec phone

**Suicide Action Montreal**

24/7 Phone support to individuals  
experiencing suicidal thoughts. Also support

to individuals concerned for the safety of

others. 1-866-277-3553

[suicideactionmontreal.org/en/](http://suicideactionmontreal.org/en/)

**Canada Suicide Prevention Service**

[crisisservicescanada.ca](http://crisisservicescanada.ca)

1-833-456-4566 24/7

**Sexual Assault Resource Line**

514-933-9007 (Montréal)

1-888-933-9007 (Québec)

**Keep meSAFE**

Mental health counselling providing

24/7/365 access in over 60 languages.

1-844-451-9700 (Canada/USA)

1-416-380-6578 (rest of world)

[mcgill.ca/wellness-hub/hub-clinical-services/telehealth](http://mcgill.ca/wellness-hub/hub-clinical-services/telehealth)

**Office for Sexual Violence**

**Response, Support and Education**

514-398-3954

[mcgill.ca/osvrse](http://mcgill.ca/osvrse)

Office for Students With Disabilities

514-398-6009

[mcgill.ca/osd](http://mcgill.ca/osd)

**Office of the Ombudsperson**

514-398-7059

[mcgill.ca/ombudsperson](http://mcgill.ca/ombudsperson)

Peer Support Center

514-398-3782

[psc.ssmu.ca](http://psc.ssmu.ca)

**Scholarships and Student Aid Office**

514-398-6013

[mcgill.ca/studentaid](http://mcgill.ca/studentaid)

**Sexual Assault Centre**

of the McGill Students' Society

514-398-8500

[sacomss.org](http://sacomss.org)

**Student Wellness Hub**

514-398-6017

[mcgill.ca/wellness-hub](http://mcgill.ca/wellness-hub)

**Therapy Assisted Online (TAO)**

A free/private online video program  
to address issues related to anxiety,

stress, depression and more.

[mcgill.ca/wellness-hub/hub-clinical-services/telehealth](http://mcgill.ca/wellness-hub/hub-clinical-services/telehealth)

**Dialogue**

Virtual, free health care (includes

eligible spouse and/or dependent

children) to connect to a nurse

or physician, from anywhere in

Canada through the mobile or

web app.

[mcgill.ca/wellness-hub/hub-clinical-services/telehealth](http://mcgill.ca/wellness-hub/hub-clinical-services/telehealth)

**Maple**

Tool providing access to an

appointment with a doctor, at a

distance. Up-front charges for

international students are covered

by [Medavie Blue Cross](#).

[mcgill.ca/wellness-hub/hub-clinical-services/telehealth](http://mcgill.ca/wellness-hub/hub-clinical-services/telehealth)

Adapted from:

[https://www.mcgill.ca/deanofstudents/files/deanofstudents/helping\\_students\\_in\\_difficulty\\_folder.pdf](https://www.mcgill.ca/deanofstudents/files/deanofstudents/helping_students_in_difficulty_folder.pdf)





## Appendix B: FAQs

- 1. Who is able to see my submission in the “ISoN Report Mistreatment” form?** A: *Only the Director’s Assistant and the ISoN Director are able to access a student’s submission.*
- 2. Will the person I have concerns about know someone reported them?** A: *If the report is submitted anonymously, and depending on what recourse is decided upon by the ISoN Director, the accused may not be aware that a report has been made against them. If the accused is to be provided with the name of the person who reported them, this will only be after the ISoN Director has obtained permission from the reporter to share their name.*
- 3. I’m scared the person I reported will retaliate against me. What steps will be taken to prevent retaliation from happening?** A: *The ISoN Director, in consultation with the reporter, will take the necessary steps to avoid any instance where the reporter may feel subject to retaliation.*
- 4. Do I get a say in what steps will be taken? (Ex. what if I want to report my CI, but only want actions to be taken once I finish clinical?)** A: *As needed, and only with consent of the reporter, the event will be addressed and managed with the key internal faculty members or with the clinical partner in a timeframe and process discussed with the student.*
- 5. What are faculty, peer, and school resources that I can use? What steps can they take to help me?** A: *Several support resources are available to students:*  
<https://www.mcgill.ca/thewelloffice/resources/mcgill-resources/other-mcgill-resources>
- 6. Is there a specific order of actions I need to take to report something?** A: *We suggest that the first action be reporting the mistreatment event using the ISoN reporting form.*
- 7. I’m scared the faculty won’t trust me as much as the person I’m reporting (ex. CI, CCI, Preceptor Support, Preceptor, etc.). How may I be reassured this process is the least biased possible?** A: *As the entire process is managed by the ISoN Director, who is removed from all forms of student assessment, students can feel secure that their report will be considered without bias.*
- 8. Will I get a follow up regarding actions and decisions that will be taken, or already have been made?** A: *Depending on the nature of the mistreatment, if found guilty, the consequences on the individual are guided by the Human Resource or Disciplinary guidelines of the University. These consequences and outcomes are kept confidential; the reporter is not privy to this information.*
- 9. Is the issue I dealt with that big a deal? Am I being too sensitive, or should I report?** A: *Students should familiarize themselves with mistreatment events so they can recognize them (see definition above). Students are encouraged to carefully consider if the event they experienced or witnessed is considered mistreatment, as it is unprofessional to make a false report or to report a concern for a malicious purpose. Section VII of this policy lists additional resources that can assist students in identifying mistreatment events. Furthermore, students will not be subject to any negative consequences if they report a concern in good faith, even if they were mistaken about the conduct and it was not mistreatment or unprofessional conduct.*
- 10. If the ISoN Director contacts me, do I still have to attend clinicals even though I don’t feel comfortable attending?** A: *Absences from courses, until the ISoN Director makes contact, will not be penalized, but must be communicated to the instructor. When contacted by the ISoN*



*Director, students will have the opportunity to express their discomfort and determine, together, how best to proceed.*

11. **If I miss clinicals without being penalized, could there still be a possibility to retake my missed clinical days?** *A: Yes. This would be discussed with the ISON Director once they contact the student.*
10. **If someone reports on my behalf, how far could the report go, and what type of actions could be put in place while keeping my anonymity?** *A: No formal investigation can be made of the accused unless the reporter is willing to provide their full name. The name will not be provided to the accused without first obtaining permission from the reporter.*