Learner Distress Due to Mistreatment
Definition of Mistreatment

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

Anonymous report (online report of incident involving anyone in the academic or clinical environment. Schools 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 when in 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, food delivery, booking personal appointments babysitting)

Escalated to relevant authority
- Program Director
- Associate Dean
- Director of Professional Services or Director of Specific Health Professions

CRITICAL INCIDENT
- Potentially criminal act such as sexual assault, physical assault
- Patient safety concerns

GOVERNMENT AUTHORITY
(Such as the police)

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

Faculty of Medicine Learner Mistreatment Process for Schools of Physical & Occupational Therapy, the Ingram School of Nursing and the School of Communication Sciences & Disorders

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