

# Office of Learner Affairs (OLA)

Office of Learner Affairs (OLA)  
Temerty Faculty of Medicine, University of Toronto

Dr. Shaheen Darani, Acting Director, OLA-PGLA  
Karen Crow, Operations Manager, OLA



# Our mission

We work with learners,  
at individual and systems levels to optimize the learning environment and experience,  
and enable their development into accomplished health care professionals.



Office of  
Learner Affairs

We're with you

**Navigate. Elevate. Advocate.**



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Learner Affairs

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# For context . . .

## We are:

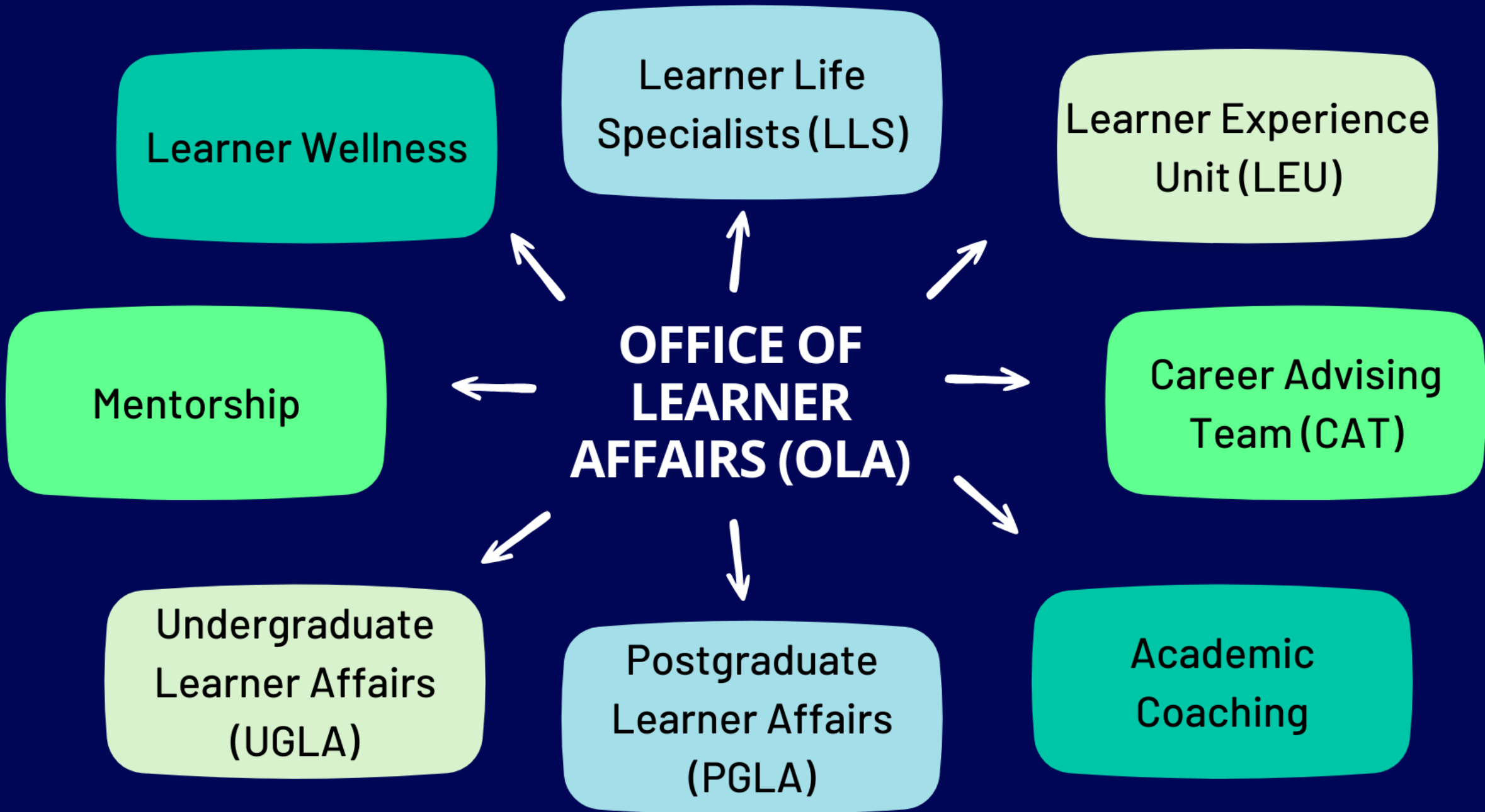
- ✓ Totally voluntary
- ✓ Neutral
- ✓ Inclusive
- ✓ Safe
- ✓ Confidential (PHIPA vs FIPPA), with independent record management systems
- ✓ Free of charge

## We are not:

- ✗ Evaluative
- ✗ On any selection committees
- ✗ Adjudicating
- ✗ Disciplinary
- ✗ A crisis service

# What we do







# New Resource for Faculty: Faculty Recommendation Form for OLA Services

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# Where to Find the New Form

meded.temertymedicine.utoronto.ca/faculty-resources-0

Medical Education	Faculty Development	Learner Mistreatment	Office of Learner Affairs
<b>BOOK AN APPOINTMENT</b>	<b>PERSONAL SUPPORTS</b>	<b>CAREER PLANNING</b>	
	Learner Life Specialists (LLS)	Career Resources	
<b>CRISIS RESOURCES</b>	Leaves of Absence	<b>ACADEMIC &amp; CLINICAL SKILLS ENHANCEMENT</b>	
	Transfers		
<b>WELLNESS PROGRAMS</b>	Accommodation & Accessibility	<b>ABOUT OLA</b>	
Learner Wellness Portfolio	Spaces for Learners	Faculty Resources	
Wellness Supports	FAQs	Our Services	
<b>MENTORSHIP PROGRAMS</b>	Religious Supports for Learners	<b>CONTACT US</b>	
	Resources		
	Family Planning		



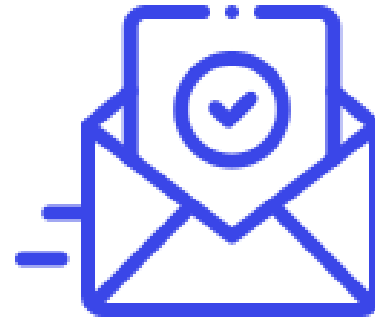
# About the Recommendation Process



The form helps faculty share learner information, recommendations, and permissions.



Once submitted, triaging information is sent to OLA's Administrative Coordinators.



Referring faculty receive confirmation upon receipt of the form.



Learners are generally contacted within **48 business hours**.



# Benefits of Using the Form



**Prevents oversharing** of learner information over email, maintaining privacy.



Ensures the learner has **consented** and is aware that OLA's services are **confidential** and **voluntary**.



Provides a list of OLA's **resources**, helping faculty recommend appropriate supports.



Assists OLA in **tracking** the circumstances of learners identified as **"in difficulty."**

# OLA is Confidential and Voluntary

- Reaching out to a learner does not guarantee a booking with OLA, as our services are voluntary.
- While faculty receive a confirmation when the form is received, in accordance with OLA's privacy policies, OLA cannot confirm with faculty if/when a learner has engaged with our services.

# Questions of Feedback?



[meded.temertymedicine.utoronto.ca/office-learner-affairs](https://meded.temertymedicine.utoronto.ca/office-learner-affairs)



[ola.reception@utoronto.ca](mailto:ola.reception@utoronto.ca)



416-946-3074





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UNIVERSITY OF TORONTO

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