

# Learner Experience Office

Temerty Faculty of Medicine  
University of Toronto

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TEMERTY FACULTY OF MEDICINE  
UNIVERSITY OF TORONTO

# MD and PGME Guidelines

MD Program Student Mistreatment Protocol

[https://md.utoronto.ca/sites/default/files/student\\_mistreatment\\_protocol\\_2020-03-17.pdf](https://md.utoronto.ca/sites/default/files/student_mistreatment_protocol_2020-03-17.pdf)

PGME Guideline for Managing Disclosures about Learner Mistreatment

<https://pg.postmd.utoronto.ca/?ddownload=3945>



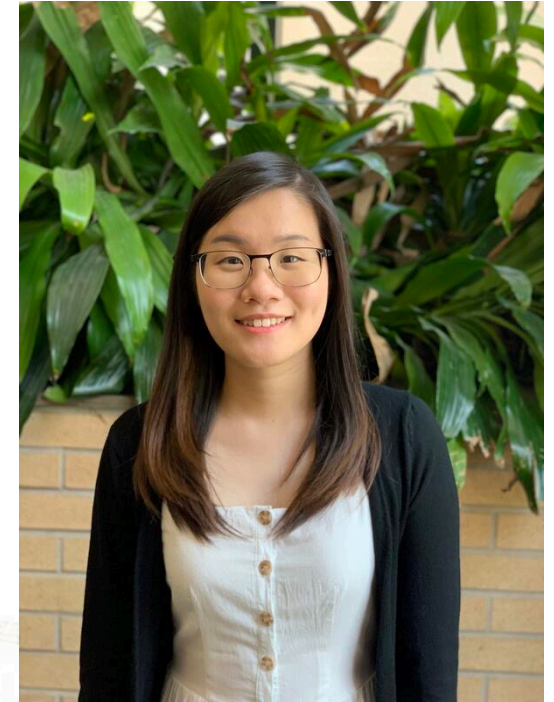
# Definition & Approach

*Mistreatment: intentional or unintentional behaviours that show disrespect for the dignity of others.*

Unprofessional behavior	Discrimination and discriminatory harassment	Sexual violence and sexual harassment
<ul style="list-style-type: none"> <li>○ Required to perform personal services</li> <li>○ Publicly humiliated</li> <li>○ Subjected to anger (e.g. shouting, throwing objects)</li> <li>○ Subjected to disparaging remarks</li> <li>○ Inhibited by a person in authority from providing appropriate feedback/evaluation, including disclosures or reports of mistreatment</li> <li>○ Subjected to retaliation</li> <li>○ Threatened with physical harm</li> <li>○ Physically harmed</li> <li>○ Faced issues related to academic or research integrity</li> </ul>	<ul style="list-style-type: none"> <li>○ Subjected to offensive remarks/names related to/based on race, ethnicity, gender, sexual orientation, religion or any of the other protected grounds identified in the Ontario Human Rights Code</li> <li>○ Denied opportunities for training or rewards based on protected grounds</li> <li>○ Received lower evaluations/grades based on protected grounds</li> <li>○ Denied and/or subjected to critical, dismissive or demeaning remarks about approved academic accommodations</li> <li>○ Not provided with reasonable academic accommodations</li> </ul>	<ul style="list-style-type: none"> <li>○ Subjected to offensive sexist remarks/names</li> <li>○ Subjected to sex-related comments about my/someone's physical appearance or actions</li> <li>○ Subjected to unwanted sexual advances</li> <li>○ Asked to exchange sexual favours for grades or other rewards</li> <li>○ Inhibited by a person in authority from reporting unwelcome sexual comments or unwanted sexual advances</li> </ul>

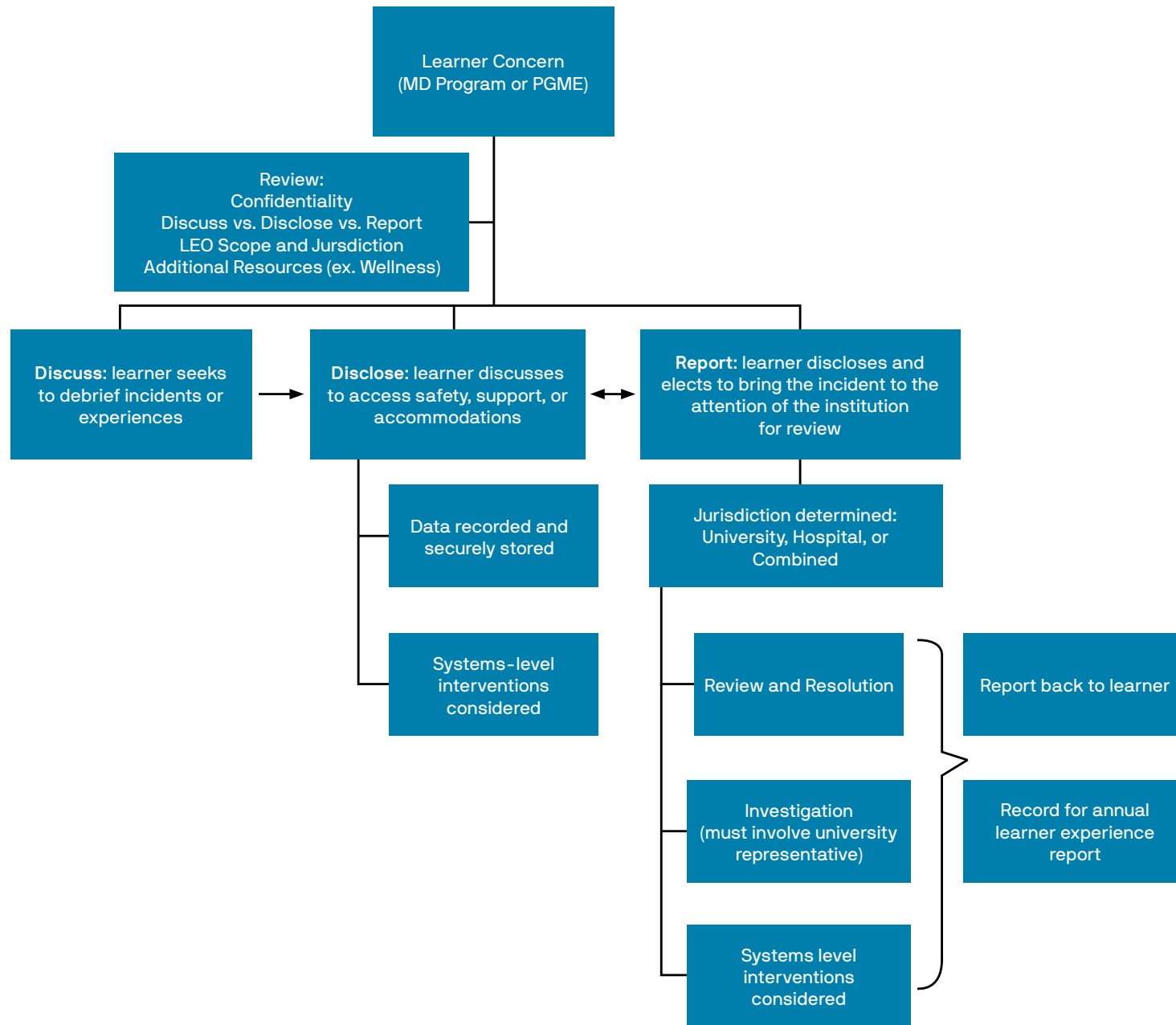


# LEO Team



TEMERTY FACULTY OF MEDICINE  
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Also on our team: **Caroline Abrahams** and **Katrina Chu**  
Coming soon... Assistant Director



# Supports and Offices we have worked closely with:

- Office of Inclusion and Diversity
- OHPSA & PGME Wellness
- Equity Offices at U of T
- Sexual violence prevention and support centre
- PARO
- Hospitals, TAHSN



**Table 1: 2020-21 Learner Mistreatment Reports and Disclosures/Discussions  
(Unique Records)**

	Closed	Open	Total
<b>MD Learners</b>			
Reports	38	10	48
Disclosures/Discussions	25	6	31
<b>Subtotal</b>	<b>63</b>	<b>16</b>	<b>79</b>
<b>PGME Learners</b>			
Reports	10	8	18
Disclosures/Discussions	18	9	27
<b>Subtotal</b>	<b>28</b>	<b>17</b>	<b>45</b>
<b>Grand Total</b>	<b>91</b>	<b>33</b>	<b>124</b>

Note: Unique records can include multiple sources of mistreatment and multiple types of learner mistreatment.



**Table 2: 2020-21 Types and Sources of Mistreatment Reported, Disclosed and Discussed**

<b>MD Learners - 79 Reports/ Disclosures/Discussions</b>	<b>Unprofessionalism</b>	<b>Intimidation</b>	<b>Harassment</b>	<b>Discrimination</b>	<b>Other</b>
<b>Source of Mistreatment</b>					
Faculty	30	2	2	15	
Other Health Professional	2				
Patient/Family			2	1	
Other PGME Learner	3		1	1	
Other MD Program Learner	4			24	1
Organizational/Unit/Structure	1			6	
Other	2	1		2	1
<b>Total</b>	<b>42</b>	<b>3</b>	<b>5</b>	<b>49</b>	<b>2</b>

<b>PGME Learners - 45 Reports/ Disclosures/Discussions</b>	<b>Unprofessionalism</b>	<b>Intimidation</b>	<b>Harassment</b>	<b>Discrimination</b>	<b>Other</b>
<b>Source of Mistreatment</b>					
Faculty	19	5	3	9	1
Other Health Professional	2				
Patient/Family					
Other PGME Learner	5			1	
Other MD Program Learner					
Organizational/Unit/Structure	1				
Other	4			1	3
<b>Total</b>	<b>31</b>	<b>5</b>	<b>3</b>	<b>11</b>	<b>4</b>





**Table 3: Resolutions for concerns brought forward May 1, 2020 – June 30, 2021**

Reports of Mistreatment	Resolutions for Reports Only – Closed Files						Resolutions for Reports Only – Open Files				Total Actions
	Awareness building / Informal Conversation	Written Apology	Removal of Learners (temp)	Systems Level Intervention	Insufficient information to take action	Learner discontinued report	Learner Weighing options	Determining Applicable processes	Escalated to leadership for review	Redirected to another jurisdiction	
MD Program Learners (48 unique)	12	0	1	23	2	0	1	1	7	0	47
From PGME Learners (18 unique)	6	1	0	1	0	2	0	1	6	1	19
<b>Total</b>	<b>18</b>	<b>1</b>	<b>1</b>	<b>24</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>13</b>	<b>1</b>	<b>66</b>



# To help make integration work:

- **Refer learners** to the Learner Experience Office for advice, direction, and support whether they are a claimant, witness, or respondent
- ***Reach out directly!*** If reviewing locally, **Consult:**
  - To ensure procedural consistency
  - To access available supports & resources for review and resolution



# Benefits of an Integrated Approach

- ✓ Ensures consistent approaches (e.g. EDI- and trauma-informed)
- ✓ Enables case- and context-specific application of guidelines, while ensuring transparency, procedural consistency, and due process for all involved
- ✓ Ensures appropriate consultations and documentation
- ✓ Creates shared accountability, “closing the loop”
- ✓ Allows for ‘*community of practice*’ supports and resources



**“there is inspiration to be drawn from every individual who has reflected on the responsibilities that we all carry to enable a positive learning environment.”**

**Please contact me at any time:**

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