



**SOP Number** 00001  
**SOP Title** *Procedures for Addressing Instances of Student Discrimination,  
 Harassment, and Mistreatment*

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## 1. PURPOSE

The purpose of the *Procedures for Addressing Instances of Student Discrimination, Harassment, and Mistreatment* is to articulate the implementation of the *University of Saskatchewan's Discrimination and Harassment Prevention Policy (DHPS Policy)* within the College of Medicine. This provides transparent processes for medical students to report instances of discrimination, harassment, or mistreatment against them or that they observe against others.

These procedures ensure that the Undergraduate Medical Education (UGME) program meets or exceeds the following Committee on Accreditation of Canadian Medical Schools (CACMS) accreditation elements:

*3.4 Anti-Discrimination Policy: A medical school and its clinical affiliates do not discriminate on any grounds as specified by law including, but not limited to, age, creed, gender identity, national origin, race, sex, or sexual orientation. The medical school and its clinical affiliates foster an environment in which all individuals are treated with respect and take steps to prevent discrimination, including the provision of a safe mechanism for reporting incidents of known or apparent breaches, fair and timely investigation of allegations, and prompt resolution of documented incidents with a view to preventing their repetition.*

*3.6 Student Mistreatment Policy: A medical school documents and publicizes its expectations of how medical students and visiting medical students should be treated by those individuals with whom they interact as part of the medical education program. These individuals include, but are not limited to, faculty members, physicians, residents, and other health professionals, other students, and administrative and support staff. The medical school develops written policies that address violations of these expectations, has effective mechanisms in place for a prompt response to any complaints, and supports educational activities aimed at preventing inappropriate behaviors. Mechanisms for reporting incidents of harassment or abuse are understood by medical students and visiting medical students and ensure that any incident can be registered and investigated without fear of retaliation.*

## 2. SCOPE

These procedures apply to:

- undergraduate students registered in the Doctor of Medicine (MD) program
- visiting medical students who are completing an elective

at the University of Saskatchewan--irrespective of geographically distributed site--who experience an instance of discrimination, harassment, or mistreatment.

## 3. DEFINITIONS

These definitions have been adopted from the university's *DHPS Policy*. In the event of discrepancy of definitions, the definitions presented in the *DHPS Policy* shall be applicable.

**Complainant:** a person who submits a report regarding discrimination, harassment or mistreatment as outlined in these procedures.

**Respondent:** a person alleged to have acted in a discriminatory or harassing manner or who has allegedly mistreated another faculty, staff, student, or resident as outlined in these procedures.

**Discrimination:** refers to any differential treatment, inappropriate conduct, comment, display, action or gesture by a person that is based on the following prohibited grounds: religion, creed, marital status, family status, sex (including: gender expression, gender identity and two spirit identity), sexual orientation, disability, age, colour, ancestry, nationality, place of origin, race or perceived race and receipt of public assistance. (Source *DHPS Policy*)

**Harassment:** refers to any inappropriate conduct, comment, display, action or gesture by a person that:



- a) is based on the following prohibited grounds: religion, creed, marital status, family status, sex (including: gender expression, gender identity and two spirit identity), sexual orientation, disability, physical size or weight, age, colour, ancestry, nationality, place of origin, race or perceived race;
- b) adversely affects the worker's psychological or physical well-being and that the person knows or ought to reasonably know would cause a worker to be humiliated or intimidated; and
- c) constitutes a threat to the health or safety of the student or employee. *(Source DHPS Policy)*

**Sexual Harassment:** is a form of harassment based on the prohibited ground of sex. Unwelcome conduct, comments, gestures or contact of a sexual nature constitutes sexual harassment when:

- a) submission to, or rejection of, such conduct is implicitly or explicitly made a term or condition of an individual's employment or student status;
- b) such conduct is used as a basis for making decisions relating to an individual's employment or student status or welfare as an employee or student; or
- c) the unwanted conduct, comments, gestures or contact create a hostile or intimidating environment for working or learning. *(Source DHPS Policy)*

**Personal Harassment:** is any inappropriate conduct, comment, display, action or gesture by a person that adversely affects an employee's or student's psychological or physical well-being and that the person knows or ought reasonably to know would cause an employee or student to be humiliated or intimidated.

Personal harassment usually involves a series of incidents or repeated conduct that creates a hostile or intimidating environment, but will also exist where there is a single, serious occurrence of conduct or a single, serious comment, display, action or gesture that causes a lasting harmful effect on the employee or student. *(Source DHPS Policy)*

**Mistreatment:** The university does not condone behaviour that interferes with the provision of a respectful, productive environment for working or learning, but is not pervasive or significant enough to meet the definitions of harassment and/or discrimination described above. Depending upon the situation, examples of behaviour that may fall into this category include (but are not limited to) behaviour that shows disrespect for the dignity of others and unreasonably interferes with the learning process or a respectful workplace. For example:

- spreading negative rumors
- belittling or humiliating someone
- mean spirited pranks or practical jokes
- being spoken to in a sarcastic or insulting manner
- verbal aggression (examples include but are not limited to: yelling, swearing, or subjecting someone to offensive remarks or names)
- requiring someone to perform personal services
- nonverbal aggression (examples include but are not limited to: behaviours that are demeaning, intimidating or threatening)

**Senior Administrator:** Under the *DHPS Policy* this could include:

- Deans (when respondents are medical faculty or are employees in a college)
- Directors or Associate Vice Presidents in charge of an administrative unit
- Vice Presidents (when respondents are Directors or Associate Vice Presidents of an administrative unit)
- President (when respondents are Vice Presidents)
- Board of Governors (when the respondent is the President)
- Associate Dean of Postgraduate Medical Education (when respondents belong to RDocs)



- Geographic Associate Deans (for SHA employees)\*

\*When an instance of discrimination, harassment, or mistreatment occurs in the Saskatchewan Health Authority (SHA), the term Senior Administrator does not apply within *SHA policies/procedures*.

#### 4. RESPONSIBILITIES

The Associate Dean, UGME is responsible for the oversight and implementation of this procedure.

#### 5. SPECIFIC PROCEDURE

##### 5.1 Formal Framework for Instances of Discrimination, Harassment, and Mistreatment

The College of Medicine applies the university-level *DHPS Policy* and the *Standard of Student Conduct in Non-Academic Matters and Regulations and Procedures for Resolution of Complaints and Appeals* to address instances of discrimination, harassment, and mistreatment.

##### 5.2 Informal Responses to Instances of Discrimination, Harassment, and Mistreatment

Medical students who experience discrimination, harassment, or mistreatment perpetrated by any member of the university community can respond to such instances using formal or informal mechanisms.

Whenever possible, medical students are encouraged to respond informally to instances of discrimination, harassment, or mistreatment before pursuing formal reporting processes. Informal response mechanisms include but are not limited to:

- contacting the Office of Student Affairs (OSA) in the College of Medicine
- raising concerns with the respondent directly
- raising concerns with another member of the university community
- contacting the Office of DHPS in the University of Saskatchewan

Medical students who are uncertain of how to respond to or report instances of discrimination, harassment, or mistreatment should seek advice from the OSA or Office of DHPS. Both offices can provide confidential advice on how to proceed.

##### 5.3 OSA Initial Response Instances of Discrimination, Harassment, and Mistreatment

The first step in reporting mistreatment is through the online *OSA Mistreatment Preliminary Complaint Form* found on the [CoM website](#). Students may also report mistreatment to any member of the OSA by phone, email, or in person. Students may also choose to report to other staff or faculty who can provide support to them through the reporting process. Incoming complaints are triaged by OSA support staff using the *Mistreatment Response Priority Decision Tree* and sent to the appropriate OSA staff who will respond to the student within 48 business hours. See *OSA Mistreatment Reporting Process* flow chart for an overarching breakdown of responses from the OSA. As indicated in the *Decision Tree*, certain factors will trigger a quicker response from the OSA. Since these response times apply to business hours only, students are provided with emergency numbers for after-hours reports that require immediate assistance.

The *OSA Mistreatment Preliminary Complaint Form* can be anonymous or non-anonymous. Complainants are cautioned on the form that if they wish to remain entirely anonymous the OSA is not able to follow up with them about the results of their complaint.

The complaint form is also an option for individuals who witness or are made aware of student mistreatment.



#### 5.4 Informal Reporting Instances of Discrimination, Harassment, and Mistreatment

If complainants wish to proceed with an informal report, they will work with OSA staff to ensure all the details of the incident are captured accurately. OSA allow complainants the choice to move forward anonymously or non-anonymously, which will inform how involved they are in the process moving forward. Information shared with the OSA is confidential and will not be shared with anyone outside of the OSA team without student consent. Exceptions may exist in situations of safety of the student, patients or other members of the University community.

Should a student wish to submit an anonymous informal report, they would not be involved in the process moving forward but may still be updated about the outcomes if they desire. The respondent's relevant senior administrator (see *Relevant senior administrator flow chart*) would receive the anonymous informal report and would discuss the report with the respondent. Only the OSA staff involved in working with the student will know the identity of the student and that will remain confidential.

Should a student wish to submit a non-anonymous informal report, the student has the option of being involved in a mediation meeting with the respondent, the relevant senior administrator, and any necessary support staff/faculty (OSA Staff, Associate Dean, UGME, Assistant Dean, Student Services).

Please see the *Student Mistreatment Flowchart* for a visual representation of this process.

If students wish to report anonymously separate from the OSA and College of Medicine UGME Program, the University of Saskatchewan provides employees and students the opportunity to report any wrongdoing through Confidenceline. This is a 24-hour third party safe disclosure-reporting tool that can be utilized online or via the telephone. Any reports received by Confidenceline regarding discrimination, harassment or mistreatment are forwarded to the Office of DHPS for formal reporting procedures. Please note that in order for a formal investigation to proceed, the complainant will need to sacrifice anonymity at that point. Therefore Confidenceline is a good resource for those who want to report mistreatment anonymously only if they do not wish to proceed to a formal report.

#### 5.5 Formal Reporting Instances of Discrimination, Harassment, and Mistreatment

Medical students who wish to formally report an instance of discrimination, harassment, or mistreatment must complete the *Written Complaint form* and submit it to the Office of DHPS. The OSA provides advice and guidance on processes but complainants complete and submit the form to the Office of DHPS themselves.

Formal complaints must be made to DHPS within one year of the alleged incident occurring, barring exceptional circumstances. Upon receipt of a *Written Complaint Form*, the procedures described in the applicable university procedures (see below) will be facilitated by the Office of DHPS.

Where the respondent is an undergraduate or graduate student registered at the University of Saskatchewan, the *Written Complaint Form* will be directed to the Office of the University Secretary and the incident will be responded to in accordance with the university-level *Standard of Student Conduct in Non-Academic Matters and Regulations and Procedures for Resolution of Complaints and Appeals*.

Where the respondent is faculty, a staff member of the university, or a resident, the *Written Complaint Form* shall be responded to by the Office of DHPS in accordance with the *DHPS Policy and DHPS Policy Procedures*.

Where the respondent is SHA staff who are not faculty, the incident shall be responded to in accordance with the SHA policies and procedures related to discrimination, harassment, and mistreatment (see *external references below*). This may limit the involvement of the university in responding to the incident but will involve the Geographic Associate Dean, the area lead, or the Department Head.



For a visual representation of this, please see *Relevant Senior Administrator Chart*.

#### 5.6 Investigating and Resolving Instances of Discrimination, Harassment, and Mistreatment Framework

Where a complaint is lodged against an undergraduate or graduate student registered at the University of Saskatchewan, the Office of the University Secretary shall facilitate the investigation and resolution of instances of discrimination, harassment, and mistreatment, per the university-level *Standard of Student Conduct in Non-Academic Matters and Regulations and Procedures for Resolution of Complaints and Appeals*.

Where a complaint is lodged against faculty, a staff member of the university, or a resident, the Office of DHPS shall request that a designated Senior Administrator in the College of Medicine address the complaint with the respondent. The designated Senior Administrator may facilitate the investigation and resolution of instances of discrimination, harassment, and mistreatment, per the *DHPS Policy*.

Where a complaint is lodged against SHA staff who are not faculty, an investigation and resolution of instances of discrimination, harassment, and mistreatment shall be facilitated by the SHA in conjunction with the Geographic Associate Dean and/or the area lead or Department Head, per *the policies and procedures* established by the SHA.

#### 5.7 Communicating the Procedures

The College of Medicine will communicate the *Procedures for Student Discrimination, Harassment, and Mistreatment* to faculty, staff, and students by ensuring that up-to-date versions of these procedures are publicly available on the college website.

Furthermore, the UGME Office shall communicate this procedure by discussing it with the students during orientation at the start of each academic year. Additionally, students are provided with a card to attach to their SHA ID, which provides information on student mistreatment and the contact information for OSA at the campuses/sites. Visiting students are informed about the procedures via the College of Medicine Website on the AFMC Student Portal.

#### 5.8 Protection from Retaliation

Every effort will be made to protect the alleged victims of discrimination, harassment, or mistreatment from redress. Reported instances of retaliation will not be tolerated and will be regarded as another form of mistreatment. Accusations that retaliation has occurred will be handled in the same manner as accusations concerning other forms of mistreatment. (*DHPS Policy Procedures & Standard of Student Conduct in Non-Academic Matters and Regulations and Procedures for Resolution of Complaints and Appeals*)

### 6. Monitoring Reports of Student Discrimination, Harassment, and Mistreatment

In order to improve the completeness of data collection regarding complaints of student mistreatment and to provide a response regarding outcomes of student complaints, a *Monitoring and Reporting Protocol* has been developed. The purpose of the protocol is to facilitate the collection of mistreatment data from partners outside of the College of Medicine and University of Saskatchewan and to enable the College of Medicine to respond to student mistreatment reported outside of the OSA and DHPS. University of Saskatchewan partners include the Office of DHPS, Student Wellness Centre, Office of Student Affairs and Outreach and Access and Equity Services. External partners include the Physician Support Programs (Saskatchewan Medical Association) and the College of Physicians and Surgeons of Saskatchewan. University of Saskatchewan partners and the OSA utilize a confidential and secure database, which provides a comprehensive record of student encounters. It is from this database that internal quarterly mistreatment data is gathered by the OSA staff. External partners submit reports to the OSA when incidents arise. Once received, all data is de-identified.



Other key sources of data for the quarterly and annual reporting are student surveys. These include the Association of Faculties of Medicine of Canada Graduation Questionnaire (Year 4), course evaluations, curriculum feedback tool, and year-end surveys (all years). This data is incorporated by OSA staff into our reporting/monitoring as it is available.

Should a complaint that concerns student safety be received by any internal or external partners, they would immediately ensure student safety as a first priority. They may involve the Students of Concern Advisory Team (SOCAT), which is a campus wide team that are a resource for consultation and support in situations such as these. Once safety is established, the report will be discussed immediately with the Assistant Dean, Student Services, Associate Dean UGME, Vice Dean Education and the Dean of Medicine in order to determine an immediate appropriate course of action.

On a quarterly basis, OSA staff work collaboratively to compile a report with de-identified student mistreatment data that is then provided to the Assistant Dean, Student Services and Associate Dean, UGME who meet to discuss trends in the data. This data includes the complainant's level of training, type of mistreatment, the role/position of respondent, and the office receiving the complaint. The Assistant Dean shares the quarterly reports with the Dean of Medicine, the Vice Dean Education, the Year Chairs, OSA staff, and the President of the SMSS. On an annual basis, a report is provided to the University of Saskatchewan and external partners. Additionally, this annual report is shared with Department Heads, Directors, Assistant and Associate Deans, and the students.

The goal of the monitoring and reporting of student mistreatment is to provide information on trends in mistreatment as well as transparency in regards to the outcomes of complaints. Confidentiality within the OSA of the complainant and the respondent OSA is key to ensuring that the student initiating the complaint and the respondent are provided with due process. In the long term, this data will be used to identify frequent offenders and inform/refine educational activities aimed at preventing inappropriate behaviours, as per the CA CMS requirement.



7. FORMS/TEMPLATES TO BE USED

- OSA Preliminary Complaint Form
- Written Complaint Form
- Quarterly/Annual Mistreatment Report Template

8. INTERNAL AND EXTERNAL REFERENCES

8.1 Internal References

- Discrimination and Harassment Prevention Policy (DHPS Policy)
- Standard of Student Conduct in Non-Academic Matters and Regulations and Procedures for Resolution of Complaints and Appeals
- Mistreatment Response Priority Decision Tree
- OSA Mistreatment Reporting Process flow chart
- Relevant Senior Administrator flow chart
- Student Mistreatment Flowchart
- DHPS Policy Procedures
- Monitoring Rate of Student Mistreatment: College of Medicine - Partner Strategy Terms of Reference

8.2 External References

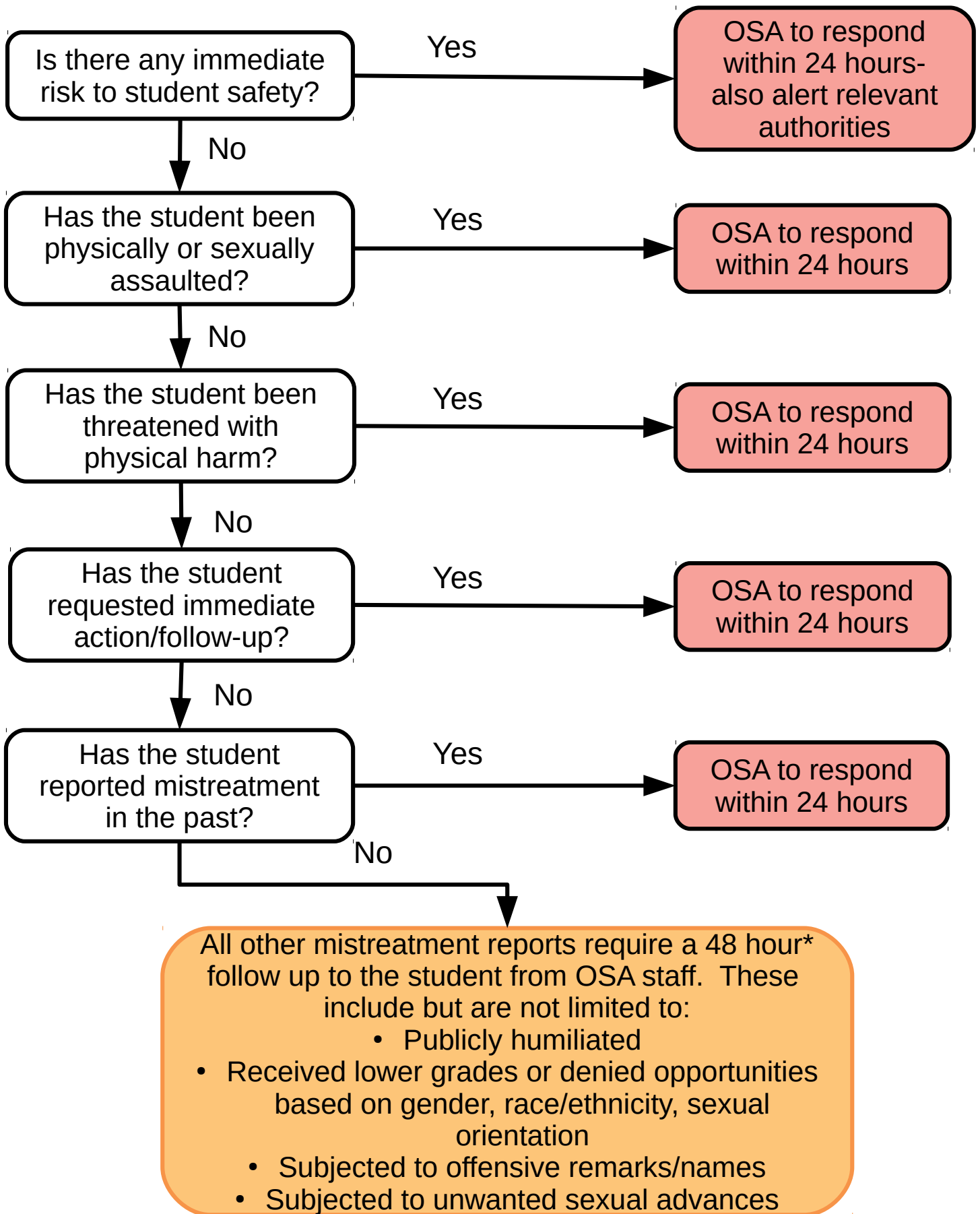
For all applicable SHA Policies and Procedures, please see the Supplemental Appendix.

9. CHANGE HISTORY

SOP no.	Effective Date	Significant Changes	Previous SOP no.
0001	Sept 26 2019	Addition of subsection 5.3 and 5.4, section 6, references	.n/a

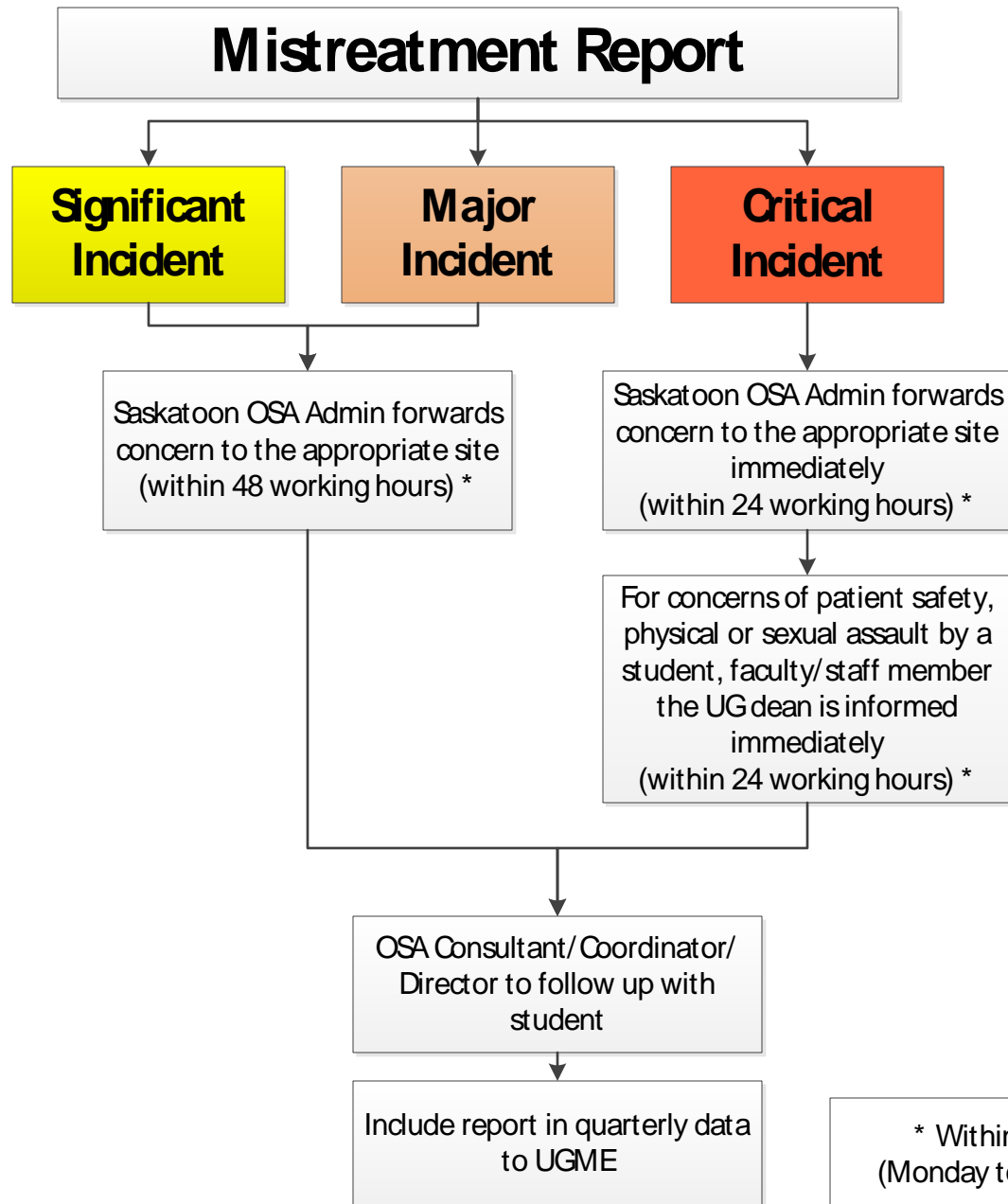


# Mistreatment Response Priority Decision Tree



\* within working hours (Monday-Friday 8:00-4:30)

# Office of Student Affairs Mistreatment Reporting Process



Significant Incident	Major Incident	Critical Incident
<ul style="list-style-type: none"> <li>- Belittling, humiliating, or embarrassing comments</li> <li>- Offhand offensive, sexist, racist remarks/ names NOT directed at students/ patients</li> <li>- General rudeness/ lack of punctuality</li> </ul>	<ul style="list-style-type: none"> <li>- Repetitive belittlement/ humiliation/ embarrassment</li> <li>- Subjected to offensive, sexist, racist remarks/ names directed at students/ patients</li> <li>- Asked to perform personal services</li> <li>- Discrimination based on sexual orientation, gender, race, ethnicity</li> <li>- Subject to unwanted sexual advances</li> </ul>	<ul style="list-style-type: none"> <li>- Physically harmed</li> <li>- Sexual assault</li> <li>- Patient safety concern</li> </ul>

\* Within working hours (Monday to Friday 8:00-4:30)

## Outside working hours Emergency contacts

Saskatoon Crisis Intervention Service:  
306-933-6200 (24 hours)

Regina/ Estevan Mobile Crisis Helpline:  
306-757-0127 (24 hours)

Prince Albert Mobile Crisis Unit:  
306-764-1011 (24 hours)

Meadow Lake Northeast Crisis Line:  
1-800-611-6349 (24 hours)

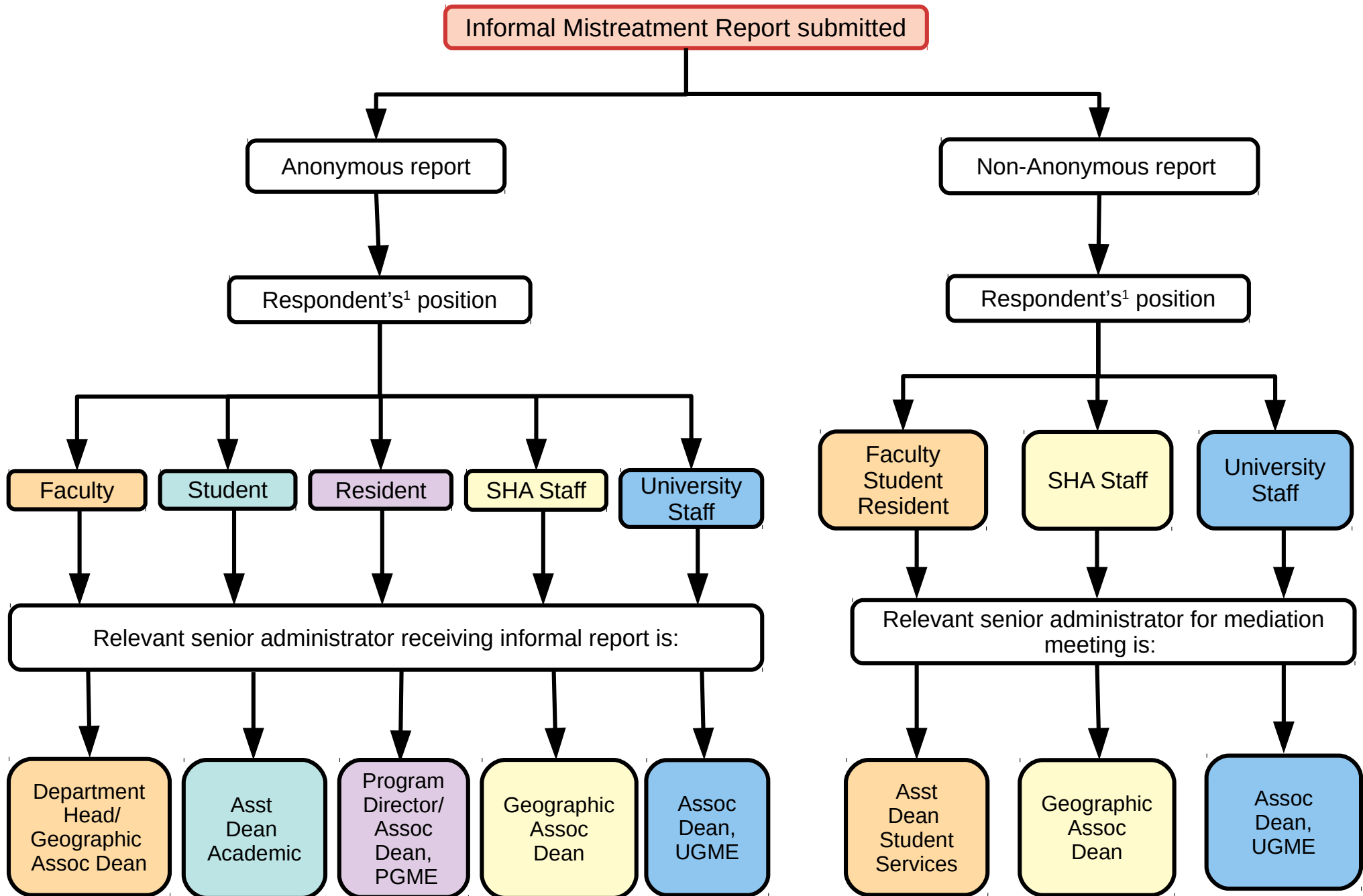
University of Saskatchewan Protective Services: 306-966-5555

Province-wide:  
211 – Referral system for provincial services (24 hours)

You may also use online system here <https://sk.211.ca/>

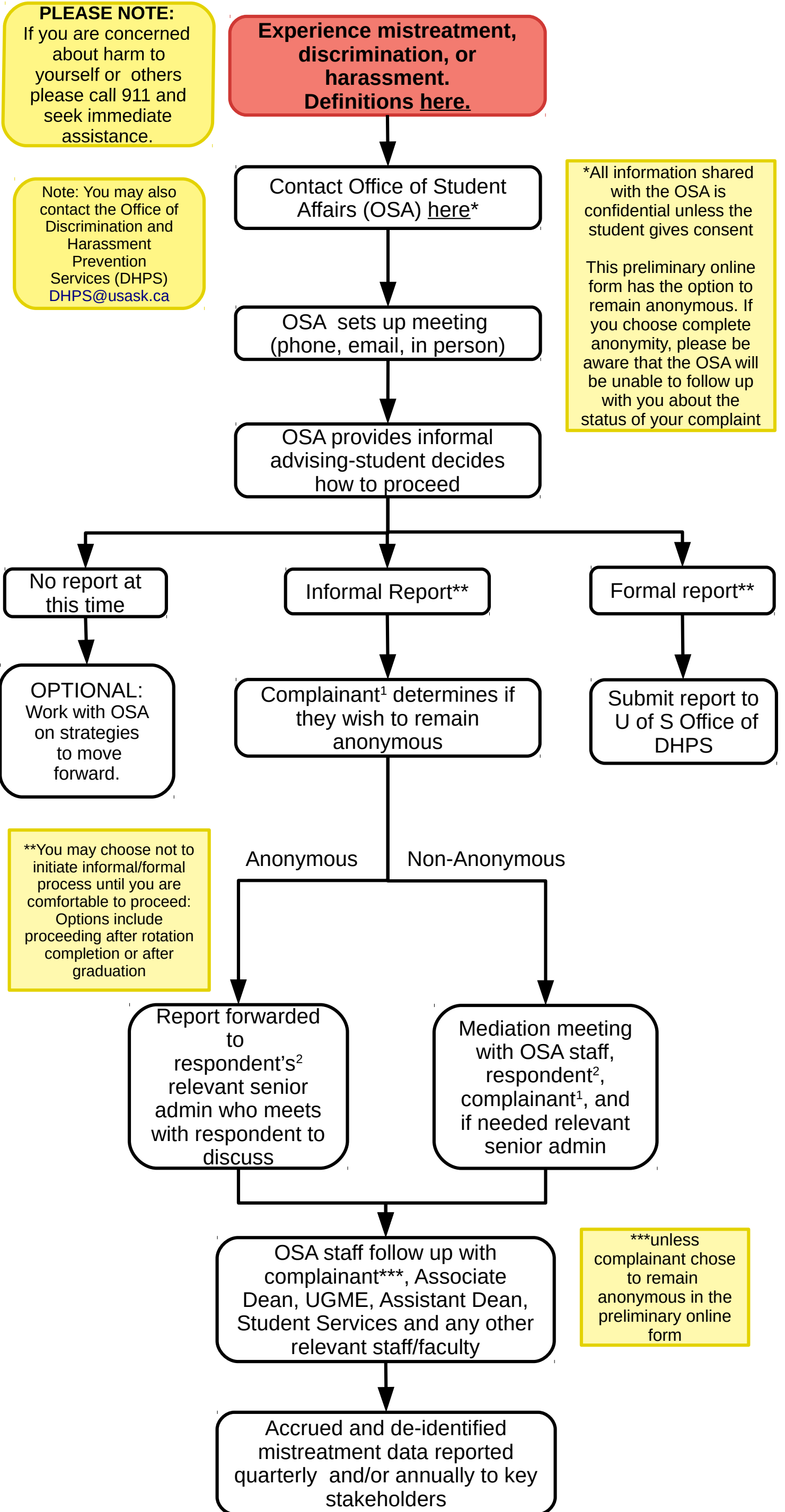
Created: August 7, 2019

# Determining relevant senior administrator for mistreatment reports



<sup>1</sup>individual cited in the complaint

# Student Mistreatment Flowchart



<sup>1</sup> individual making the report

<sup>2</sup> alleged offending party in the report

## **Monitoring Rate of Student Mistreatment: College of Medicine - Partner Strategy Terms of Reference.**

### **Purpose**

- To facilitate the collection of mistreatment data from organizations/agencies/depts. (hereafter referred to as partners) external to the College of Medicine and therefore operate outside of the College of Medicine Mistreatment policy/procedure framework.
- To enable the College of Medicine (CoM) to respond to student mistreatment otherwise not reported through the CoM structure.

### **Operating Principles**

- The partners will operate under a student-centered framework where students are actively involved in all decisions and actions as a result of a mistreatment report.
- A student centered framework emphasizes a supportive environment based upon principles of shared honesty and respect:
  - Student will be given the necessary information and are allowed to make a decision they are most comfortable with.
  - Communication/report to the CoM or others will be made with the consent (verbal/written) of learners.  
NB: In circumstances where consent is not given, partners agree to track all incidence (#) of mistreatment and report to the CoM.

### **Membership**

The partners aforementioned include the under listed organizational representatives or designates:

- Manager, Office of Discrimination and Harassment Prevention Services (U of S)
- Manager, Student Affairs & Outreach (U of S)
- Manager, Student Wellness Center (U of S)
- Manager/Associate Registrar (Accommodation), Access & Equity Services (AES) (U of S)
- Director, Physician Support Programs (Saskatchewan Medical Association)
- Registrar (or designate), College of Physicians and Surgeons of Saskatchewan
- Others (As needed)

### **Term**

The involvement of representatives is based on their organizational roles and will continue as long as they remain in those roles. Organizational representative will have the primary responsibility for finding a designate from their organization before the end of their tenure (e.g., resignation, retirement or job change) where possible. This includes ensuring that replacements are provided with up-to-date information to take on the role.

### **Responsibilities**

- The Office of Student Affairs, CoM representatives will facilitate meetings when possible
- The Office of Student Affairs, CoM representatives will communicate changes/updates to the mistreatment policy and procedure
- Office of Student Affairs, CoM representatives will act as the contact/resource person to the partners

- Office of Student Affairs, CoM representatives will revise or update the terms of reference when necessary

The partners will:

- Share CoM mistreatment procedure with learners
- Track all mistreatment reports from CoM students
- Report above incidences of mistreatment to the CoM
- Report (with the consent of students) details of mistreatment and recommendations to the Office of Student Affairs, CoM representatives for follow-up

### **Reporting Structure**

The Office of Student Affairs, CoM representatives will report cumulative mistreatment data to the Associate Dean, UGME and Assistant Dean, Student Services on a quarterly basis.



## MISTREATMENT REPORT

**REPORTER (Name)** \_\_\_\_\_

**REPORTER (Org. /Dept.)** \_\_\_\_\_

**DATE** \_\_\_\_\_

MISTREATMENT REPORTS	Q1 Aug-Oct	Q2 Nov-Jan	Q3 Feb-Apr	Q4 May-Jul	Total
<b>Student Level of Training</b>					
Pre-clerkship					
Clerkship					
<b>Sources of Mistreatment by Site</b>					
Saskatoon					
Regina					
Distributed Site(Please specify) <input type="checkbox"/> Prince Albert <input type="checkbox"/> SLIC					
<b>Sources of Mistreatment by Dept.</b>					
Anesthesia					
Emergency Medicine					
Family Medicine					
Internal Medicine					
Obstetrics and Gynecology					
Pediatrics					
Psychiatry					
Surgery					
UGME Office					
U of S Administrative Staff					
Staff – Saskatchewan Health Authority					
Staff/Faculty Out of Province Health Authority (Please specify)					
Partner Staff (Please specify) eg. <input type="checkbox"/> SWITCH/SEARCH <input type="checkbox"/> Other _____					
<b>Sources of Mistreatment - Personnel</b>					
Instructor/Faculty (Non-Clinical Faculty)					
Clinical Faculty					
Faculty administrative staff					
Nursing Staff					
Residents					
Mistreatment by other students					
Other					
<b>Types of Mistreatment</b>					
Publicly humiliated					
Threatened with physical harm					
Physically harmed					
Required to perform personal services					

Subjected to unwanted sexual advances					
Asked to exchange sexual favors for grades or other rewards					
Denied opportunities for training or rewards based on gender					
Subjected to offensive, sexist remarks/names					
Received lower evaluations /grades based on gender					
Denied opportunities for training or rewards based on race or ethnicity					
Subjected to racially or ethnically offensive remarks/names					
Received lower evaluations or grades solely because of race or ethnicity rather than performance					
Denied opportunities for training or rewards based on sexual orientation					
Subjected to offensive remarks / names related to sexual orientation					
Received lower evaluations or grades solely because of sexual orientation rather than performance					
<b>Outcome of Complaint</b>					
Complainant does not wish to pursue					
Informal Complaint Resolution Process – complaint founded					
Informal Complaint Resolution Process – complaint unfounded					
Formal Complaint Resolution Process – complaint founded					
Formal Complaint Resolution Process – complaint unfounded					
<b>Outcomes – Office receiving response</b>					
Office of Student Affairs (OSA)					
DHPS					
Health Authority					
Other					