

Respectful Environments and Learner Mistreatment

Robyn Campol, Learning Environment Advisor



Office of Respectful Environments,
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Empower

Support

Our Goal

To transform our culture by creating and sustaining **respectful, inclusive** and **diverse** learning and work environments that **reflect our values**, are **anti-racist** and create safe spaces that support the **exercise of human rights** for all members of our community.

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LEARNER MISTREATMENT

Disrespectful or unprofessional behavior directed at a learner or group of learners that has a negative effect on the learner or the learning environment

Includes demeaning, offensive, belittling comments, abusive language, bullying, harassment, abuse of authority, racist attitudes and conduct and other forms of discrimination

[Mistreatmenthelp.med.ubc.ca](https://mistreatmenthelp.med.ubc.ca)

COMMONLY REPORTED EXPERIENCES

- ▶ Public Humiliation, sexism, racism, discrimination
 - ▶ Micro-aggressions
 - ▶ Micro-assaults
 - ▶ Micro-insults
 - ▶ Micro- invalidations
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“It is a monumental task to get white people to realize that they are delivering microaggressions, because it is scary to them. It assails their self-image of being good, moral, decent human beings to realize that maybe at an unconscious level they have biased thoughts, attitudes and feelings that harm people of colour.”

Derald Wing Sue, PhD Columbia University

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Be an **upstander**

Use your personal strengths to create change

Choose to take positive **action** in the face of injustice or intolerance

Intervene on behalf of someone who is being subject to racism, harassment or mistreatment




Have You Been Mistreated or Have You Witnessed Mistreatment?

Yes, I would like to:

[Contact Someone Directly >](#)

[Report Online >](#)

BARRIERS TO REPORTING

- ▶ Don't feel safe
 - ▶ Power imbalance
 - ▶ Impact on career and relationships
 - ▶ Retaliation and reprisals
 - ▶ Perceptions re: lack of response
 - ▶ Lack of trust in system: insufficient commitment to change
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MISTREATMENT REPORTING

- ▶ Empower learners to be Upstanders and report mistreatment
 - ▶ Increase reporting but shift burden from individual learners
 - ▶ Support learner through allyship and validation
- ▶ Multi-nodal input for anonymous, confidential, group and third-party reports
 - ▶ Reporting is not the same as making a formal complaint
 - ▶ Triage the concern within the scope of the learner's consent
 - ▶ Monitor for patterns
 - ▶ Mistreatment Website, Associate Dean PGME, Assistant Dean PGME, Site Director, Program Director, Resident Wellness Office, Faculty Member
- ▶ Reprisal and retaliation reporting and investigation

What happens if we are silent



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