



# UNIVERSITY OF CALGARY

## Operating Standard

### POSTGRADUATE MEDICAL EDUCATION Operating Standard on the Safe Learning Environment

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Approval Authority PGME Committee	
Implementation Authority Associate Dean, PGME	
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#### 1. Preamble

Postgraduate Medical Education (PGME) at the Cumming School of Medicine is committed to providing a positive and productive learning environment, where all individuals are treated with respect and dignity. Faculty and learners are expected to behave in a professional manner and contribute to a healthy and safe work and learning environment.

As part of this commitment, PGME provides a response process and resources to address incidents of Harassment.

#### 2. Principles

Harassment occurs when someone is subjected to unwelcome verbal or physical conduct. Harassment is a form of discrimination that is prohibited in Alberta under the [Alberta Human Rights Act](#).

#### 3. Scope

This operating standard applies to all Learners in all Postgraduate Training Programs.

#### 4. Definitions

- 4.1. “Associate Dean” means Associate Dean of Postgraduate Medical Education in the Cumming School of Medicine at the University of Calgary.
- 4.2. “CPSA” means the College of Physicians and Surgeons of Alberta.
- 4.3. “Director of Resident Support” means a faculty member, appointed by PGME, who is the first point of contact to receive and respond to a complaint submitted to [pgme.drs@ucalgary.ca](mailto:pgme.drs@ucalgary.ca)

- 4.4. "Department Head" means a faculty member appointed by the Dean of Medicine and who has administrative oversight for all faculty members within his/her clinical Department.
- 4.5. "Faculty" means a physician with an appointment in the Cumming School of Medicine at the University of Calgary.
- 4.6. "Fellows" means postgraduate trainees in subspecialty programs not leading to certification with an accrediting body.
- 4.6. "Harassment" mean unwelcome or inappropriate verbal, physical written, graphic or physical conduct as defined in the [University of Calgary's Harassment Policy](#) and the [Sexual and Gender-Based Violence Policy](#).
- 4.7. "Learners" means all postgraduate trainees and undergraduate medical students.
- 4.8. "PDRI" means the Protected Disclosure and Research Integrity Office at the University of Calgary.
- 4.9. "OPED" means the Office of Professionalism, Equity and Diversity at the Cumming School of Medicine.
- 4.10. "PARA" means the Professional Association of Residents of Alberta.
- 4.11. "PGME" means Postgraduate Medical Education.
- 4.12. "PGME Director of Resident Support" or "DRS" means the designated faculty member who is the first point of contact for learners to initiate a complaint related to harassment or discrimination.
- 4.13. "Postgraduate Trainee" means all Residents and Fellows in all programs within the Cumming School of Medicine.
- 4.14. "Preceptor" means a physician directly responsible for a period or segment of the Resident's professional medical training, teaching and instruction and who contributes to the evaluation process. "Supervisor" may be used interchangeably with "Preceptor".
- 4.15. "Program Director" means the person responsible for the overall conduct of a PGME Program in a discipline and is responsible to the Associate Dean.
- 4.16. "Resident" means a physician registered in a Residency Training Program/PGME Training Program that is administered by the Cumming School of Medicine at the University of Calgary and leads to RCPSC or CFPC certification.
- 4.17. "Respondent" means the individual who is the subject of a Resident complaint.
- 4.18. "Rotation" is defined by each Program as a required element of training and may consist of one or more four (4) week blocks.
- 4.19. "University" means the University of Calgary.
- 4.20. "Visiting Elective Learner" means either a medical student or resident who is enrolled at another university but is completing a time-limited educational experience at the Cumming School of Medicine. Visiting Elective Learners are temporarily registered with PGME at the University of Calgary.

## 5. Operating Standard

- 5.1. Anyone can raise a concern regarding Harassment, or other challenges to a positive and productive learning and working environment. This includes, Learners, Faculty, Program Administrators, and allied health professionals.
- 5.2. “Discrimination” means a form of harassment and occurs when there is unfair treatment of a person or a group based on any of the following:
- Race
  - Religious beliefs
  - Colour
  - Gender
  - Gender identity
  - Gender expression
  - Physical disability
  - Mental disability
  - Age
  - Ancestry
  - Place of origin
  - Marital status
  - Source of income
  - Family status
  - Sexual orientation
- 5.3. The PGME Director of Resident Support (DRS) is available for prompt assistance and can be reached at [pgme.drs@ucalgary.ca](mailto:pgme.drs@ucalgary.ca). Concerns initiated by a medical student should be directed to the appropriate office at the Cumming School of Medicine, Office of Undergraduate Medical Education <https://cumming.ucalgary.ca/mdprogram/contact-us>
- That office will advise the DRS if a postgraduate trainee may be involved or affected.
- 5.3. A DRS will respond within 24 hours and meet with the individual raising the concern in a timely fashion to understand the details.
- 5.4. In the event that a DRS is unavailable, the concern may be delivered directly to the Associate Dean or an alternate contact designated by the DRS.
- 5.5. Concerns disclosed to the DRS, Associate Dean, or designated alternate contact will be confidential unless there is consent from the reporting individual to disclose the information for the sole purpose of resolving the complaint.
- 5.6. Confidential disclosure cannot be assured if:
- a) an individual is judged to be at imminent risk of self-harm;
  - b) an individual is judged to be at imminent risk of harming another;
  - c) there is reason to believe that other postgraduate trainees or health professionals may be at risk of harm;
  - d) reporting or action is required by law.

- 5.7. The DRS will facilitate access to appropriate resources including:
- a) Alberta Health Services including MySafetyNet at <https://mysafetynet.albertahealthservices.ca/prd/portalregistration/login.rails>
- 5.8. The DRS will not provide legal advice or psychological counselling.
- 5.9. In the case where, in the judgment of the DRS, there is ongoing risk of harm the DRS may decide to remove a Learner from a rotation or educational experience. This decision must be made in consultation with the home Program Director and requires the approval of the Associate Dean. The Learner's academic curriculum and progress in the program will not be adversely affected by this decision.
- 5.10. The DRS may assist with concerns about Harassment affecting a Learner, including concern arising in any of the following relationships:
- a) Resident and 1 or more Residents
  - b) Resident and 1 or more faculty members
  - c) Resident and Program Director
  - d) Resident and Medical Student
  - e) Visiting Learner and Resident and/or Faculty Member
  - f) Resident and AHS employee
- 5.11. Whenever possible individuals are encouraged to discuss concerns directly with the person whose behavior has been perceived as unprofessional. Residents may choose to be accompanied by the DRS or PARA representative to this meeting.
- 5.12. Formal reporting of harassment will proceed in accordance with section 4.9 of the University policy. Postgraduate trainees may contact any of the following to report harassment:
- a) the PDRI office;
  - b) HR;
  - c) the Student Conduct Office;
  - d) the Confidence Line (1-800-661-9675);
  - e) a manager, supervisor, or dean; or
  - f) Campus Security.
- 5.13. Postgraduate trainees may also contact the Associate Dean for Postgraduate Medical Education directly for assistance and support in raising concerns.
- 5.14. Anyone who believes they have been subject to reprisals for bringing forward a concern should notify the DRS, the Associate Dean, the OPED in confidence, or PDRI office.

Approved by PGME: November 2020

Updated: July 2021

References:

[Alberta Human Rights Act](#)

[University of Calgary Code of Conduct](#)

[University of Calgary Policy on Harassment](#)

[University of Calgary Sexual and Gender-Based Violence Policy and Links to Support](#)  
[CPSA Reference for Disruptive Physician Behavior](#)  
[CMA Code of Ethics and Professionalism](#)