



Supporting  
Students in  
Portfolio

---

# OLA

Core Services

Career Counselling

Personal Support

Academic and Clinical Skills Enhancement

Service Learning, Diversity Outreach, and Student Events/Clubs

OLA liaises with other networks

COMMUNITY  
OMA – PHP

CaRMS

UNIVERSITY  
OF TORONTO

TEMERTY  
FACULTY OF  
MEDICINE

MEDICAL  
EDUCATION

MAA

LEARNER  
LEADERSHIP

# Accessing OLA

<https://md.utoronto.ca/student-assistance>



Office of Learner Affairs (OLA)

Community of Support

Summer Mentorship Program

Student Mistreatment

Academic Calendar

Incoming Students

Resources for Indigenous Students

Registration Requirements & Requests

Research Opportunities

Graduation & Alumni

Student Tools & e-Resources

Finances & Awards

Student Assistance

School Absences

## Student Assistance

The Student Assistance section is intended as a quick reference for medical students at the University of Toronto who are experiencing an urgent or crisis situation.



This section provides information and links to resources on key issues that may arise, but does not connect you directly to assistance.

**If your health or safety, or the health or safety of someone else, is at risk, please call 911 or seek medical attention right away.**

### Personal Issues & Academic Concerns

Dealing with personal issues? Please know that you are not alone. There are many people who can help you, no matter what problem you might be facing.

### School Absences

We recognize that there are instances, which may necessitate you to take time away from the MD Program. Learn about planned and unplanned absences.

### Student Mistreatment

If you are experiencing mistreatment, including incidents of discrimination, harassment, mistreatment and other unprofessional behaviour, connect with us and get assistance.

### Student Outbreak/exposure Management Plan (StOMP)

If you receive a notification that you have been exposed to COVID-19 while on core rotation/elective placement or within the community, the Student Outbreak/exposure Management

## Office of Learner Affairs

Home Office of Learner Affairs

During your time at the Temerty Faculty of Medicine, you'll encounter a variety of new experiences and opportunities. Our team is here to support and guide you as you work toward reaching your potential and achieving your academic and professional goals. While you prepare for a career helping our patients maintain and improve their health, we want to help you nurture your own well-being.

We're committed to promoting resilience, wellness, personal growth and social responsibility among our learners and I welcome you to explore the range of services and resources available through our office.

[Book an Appointment](#)

We're with you

Navigate. Elevate. Advocate.

## Our Services



[Academic and Clinical Skills Enhancement](#)



[Personal Counselling](#)




[Career Counselling](#)




[Accommodation and Accessibility](#)

# Accessing Student Mistreatment Resources

<https://md.utoronto.ca/student-assistance>

Office of Learner Affairs  
(OLA) 

Community of Support 

Summer Mentorship  
Program

Student Mistreatment 

Academic Calendar

Incoming Students

Resources for Indigenous  
Students

Registration Requirements &  
Requests

Research Opportunities 

Graduation & Alumni

Student Tools & e-Resources

Finances & Awards 

Student Assistance

School Absences

## Student Assistance

The Student Assistance section is intended as a quick reference for medical students at the University of Toronto who are experiencing an urgent or crisis situation.



This section provides information and links to resources on key issues that may arise, but does not connect you directly to assistance.

**If your health or safety, or the health or safety of someone else, is at risk, please call 911 or seek medical attention right away.**

### Personal Issues & Academic Concerns

Dealing with personal issues? Please know that you are not alone. There are many people who can help you, no matter what problem you might be facing.

### School Absences

We recognize that there are instances, which may necessitate you to take time away from the MD Program. Learn about planned and unplanned absences.

### Student Mistreatment

If you are experiencing mistreatment, including incidents of discrimination, harassment, mistreatment and other unprofessional behaviour, connect with us and get assistance.

### Student Outbreak/exposure Management Plan (StOMP)

If you receive a notification that you have been exposed to COVID-19 while on core rotation/elective placement or within the community, the Student Outbreak/exposure Management

Home  [Learner Mistreatment](#)

What is Mistreatment?

Distinction Between  
Discussing, Disclosing and  
Reporting

How Do I Disclose or Report?

Who to Contact

Protections Against  
Retaliation

Confidentiality and  
Anonymous  
Disclosures/Reports


Structural Reporting

Recording Without Reporting

Submit a Disclosure 

Next Steps Following a  
Disclosure or Report

MD Learner Mistreatment  
Protocol 

PGME Guidelines for  
Managing Disclosures 

Additional Supports

Learner Experience Reports

Give Us Feedback

## Learner Mistreatment

We are here for you, feel free to contact us if you want to discuss, disclose, or report something that has happened.

I would like to:

**Connect With a  
Designated Leader**

**Disclose or Report  
Mistreatment**

Call 911 or seek immediate assistance from onsite security or other authorities if you are concerned about impending harm to yourself or others. Contact a designated MD or PGME Program leader only after your safety is ensured.