



STRENGTHENING ACCOUNTABILITY AND STUDENT SUPPORTS

2025 Annual Report

NOSM University

This report is intended to provide information as required under the *Strengthening Accountability and Student Supports Act, 2024* (the Act). Under the Act, an annual report to the Board of Governors is required and shall include details as specified in the associated policies. As such, the following information is intended to ensure NOSM University's compliance with the requirement for the initial report on January 31, 2026.

Background

On May 16, 2024, Bill 166 received Royal Assent. On the same day, MTCU Act was repealed and amended permitting the Minister to issue directives to publicly assisted colleges and universities related to 1) providing students with information about educational costs, 2) implementing a student mental health policy, and 3) creating policies that address racism and hate in the higher education sector. The Minister's Directive on educational costs was issued on August 16, 2024, and a revised Directive was communicated to universities on December 20, 2024, whereas the Minister's Directives on Student Mental Health and on Anti-Racism/ Anti-Hate were issued on September 9, 2024.

As required under the Minister's Directives, in September 2025, the Provost and Vice-President, Academic attested that NOSM University's student mental health and anti-racism policies were in place.

Educational Costs

This directive requires NOSM University to inform students and learners about the costs of ancillary fees to support student non-academic services and activities as well as the cost of all mandatory and optional textbooks and other learning materials. This information is to be provided in course outlines or alternatively, these details can be communicated to students on NOSM University's website.

As part of the consultation process related to ancillary fees, the Registrar sought feedback and support from the NOSM University Student Council regarding a \$25.00/student charge for security services. This fee was introduced to offset the costs to purchasing technology to broadcast emergencies to the student body. Other changes to the Ancillary fees were introduced by the Student Council, relating to the services they offer the student body. Specifically, the extended Health Insurance Coverage offered by the Student Council was increased to offset the costs of insurance usage and a decrease in Student Government Fees was voted in. Once support was received, this was brought forward to Senate along with other fees.

The Registrar [created this link](#) to access the required information to students. Here students are able to find information related to:

- The current year's and past year's fee schedules;
- How to access financial account details;
- Late payment fees;
- Health insurance plan;
- Ancillary fees;
- Mandatory or optional textbooks or learning materials;
- Schedule of fees for service; and
- Tax information.

The Registrar collaborated with the Undergraduate Medical Education and Mast of Medical Sciences programs to determine how textbook requirements and costs are communicated to students and learners as this is one of the reporting obligations. How this information is communicated to students is also detailed on the website at the same link. At NOSM University, 100% of the courses provided information on the costs of educational materials, meeting its obligation under the Act.

As per the annual cycle, the fees will be reviewed and updated in March 2026. Any changes will be reflected on the Tuition and Ancillary Fees website and communicated broadly to the student population.

Student Mental Health Policy

In January 2025, the newly developed Student Mental Health Policy was finalized and approved. As required, the policy is posted in a conspicuous place on the NOSM University website and it was widely circulated upon initial approval. Redistribution of the policy occurred in November 2025 to ensure continued awareness and reach. Further, the policy is included in all Learner Support Services (LSS) orientation presentations.

A large-scale education campaign occurred in May 2025 focusing on mental health literacy for learners, faculty, and staff. Additionally, several learner-driven initiatives have been launched to promote mental health awareness linked to the policy, including game night, book share, Learners Support Services awareness and policy Q&A. These activities were designed to foster policy awareness and stimulate meaningful conversations around learner mental health.

Collaboration between Learner Support Services and the Dr. Gilles Arcand Centre for Health Equity facilitated the development and application to the Research Ethics Board

(REB) of [Canadian Campus Wellbeing Survey \(CCWS\)](#). This confidential and voluntary assessment tool is intended to assist post-secondary institutions collect data with the intention of supporting student health and wellbeing on campus. Specifically, it will help NOSM University identify priorities for intervention and increase capacity to link research with policy and practice.

This is NOSM University's inaugural participation in the survey, requiring significant interest holder feedback and engagement on the limited number of survey questions. Discussions with CCWS facilitators included the distributed campus structure and how best to reflect the current campus realities in the design of the survey.

Homewood Health's Student Assistance Program (SAP) provides students and their eligible family members with confidential, professional counselling for a broad range of personal and family issues. Additionally, they offer services such as health promotion, mental health and addictions treatment, and prevention-focused work-life counselling services. Usage has remained somewhat stable over the past four years. With the launch of the Student Mental Health Policy, usage increased the most since adopting Homewood's program. Specific usage detailed below, with the majority of cases making use of mental health services.

Service	# Cases
Counselling Services	71
Life Smart Coaching	49
Depression Care	0
Enhanced Mental Health Care	4
Intervention Services	2
Trauma	1

NOTE: Above statistics are reflective of the period of September 2024 to November 2025

In the 2025 calendar year, the University Policy & Regulatory Compliance Unit received one (1) complaint from a learner under the *Human Rights, Discrimination, Harassment, and Racism Prevention Policy and Procedure*. The Unit also received a general inquiry from one learner and provided direction on how to file a complaint under the policy; however, no official complaint was received to be investigated.

No complaints were received under the *Sexual Violence Prevention Policy* in the 2025 calendar year.

Outside of these policies, Learner Support Services handled 35 mistreatment in 2025.

Anti-Racism and Anti-Hate

The anti-racism and anti-hate hate directives emphasize the importance of creating safe, inclusive, and equitable learning environments. The *Human Rights, Anti-Discrimination and Harassment Policy and Procedure* was retitled to the *Human Rights, Discrimination, Harassment and Racism Prevention Policy and Procedure* to better reflect the institution's effort to combat racism and hate on campus.

Additional amendments include the expansion of definitions including systemic racism, intersectional discrimination, and microaggressions. This provides clarity on how various forms of discrimination can interact (e.g., race, gender, and disability), recognizing the compounded impact of multiple grounds of discrimination. Further, the updated policy provides clear, step-by-step procedures for reporting, including specific pathways for learners, residents, and professional staff. The introduction of dedicated reporting lines and defined escalation steps ensures that complaints are addressed promptly, with transparent processes for all community members.

In the 2025 calendar year, the University Policy & Regulatory Compliance Unit received four (4) complaints under the *Human Rights, Discrimination, Harassment and Racism Prevention Policy and Procedure*. While the Act focuses on student protections, staff complaints are included here to provide a complete picture of how the Policy is being applied across the institution. This number is inclusive of the aforementioned complaint received by a learner. The remaining three complaints were reported by staff. As indicated above, the Unit also received a general inquiry from one learner and provided direction on how to file a complaint under the policy; however, no official complaint was received to be investigated.

Following provides a general description as well as status of the complaint:

Complainant	Description	Status
Learner	Personal harassment and mistreatment	This matter remains in the intake and pre-investigation stage and is expected to proceed through the investigation process in 2026.
NOSM University Community Member	Personal harassment and mistreatment	Allegations did not meet threshold to continue with investigation. Completed investigation within three (3) months. No disciplinary action taken.
Community Member	Racism	Respondent was not a current employee of NOSM University. Informed Complainant the individual was no longer with organization and updated

		website accordingly. No disciplinary action taken.
Learner	Discrimination	General inquiry regarding process. Provided direction same day and did not receive written, formalized complaint.
Staff	Personal and Gender-Based Harassment as well as Racism	Summary of Concerns completed within one (1) month. Investigation to continue in 2026.

As part of the onboarding process, new hires receive human rights, workplace violence and harassment training. Whole university training on the provisions detailed in the *Human Rights, Discrimination, Harassment and Racism Prevention Policy and Procedure* is slated to occur in January 2026 and will include specific reference to anti-racism and anti-hate directives.