

Complaint Resolution Agreement

Made under the Authority of section 55(2)(a.1) of the *Health Professions Act*

Between:

Registrant
(the “Registrant”)

and

Alberta College of Dental Hygienists
(the “College”)

A Complaint Resolution Agreement (CRA) was entered into between the Registrant and the College, dated February 16, 2024.

The Registrant, a regulated member with the College, acknowledged and admitted that their behaviour constituted unprofessional conduct. The particulars of the Registrant’s unprofessional conduct arise from a complaint made to the College relating to conduct that occurred on October 20, 2022, wherein they:

- contacted a patient outside of work on Instagram for a non-work purpose;
- communicated in a manner that demonstrated a disregard for patient privacy and confidentiality;
- failed to maintain a level of conduct that upholds the integrity and dignity of the profession; and
- failed to communicate in a respectful manner.

The Registrant agreed to review the College’s Code of Ethics, complete the training on “Protecting Patients from Sexual Abuse and Misconduct” and the review the Standards of Practice on Privacy and Confidentiality, Communication, Professional Accountability, and on Protecting Patients from Sexual Abuse and Misconduct. They also reviewed the Guidelines for Preventing Sexual Abuse and Misconduct Towards Patients, and the Guidelines on Professional Boundaries. Taking all of these materials into account, the Registrant submitted a reflection paper to the Complaints Director considering what professional boundaries mean to the Registrant as a regulated health professional, the ways in which the Registrant’s conduct constituted unprofessional conduct, and how the Registrant will conduct themselves going forward.