

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, in June 2024.

The particulars of the complaint against the Registrant arise from a complaint made to the College from a member of the public relating to conduct that occurred in March 2024, and includes the following:

- The Registrant made a discriminatory comment to a member of the public.
- The Registrant failed to apologize to the member of the public.

The Registrant watched a webinar from the Human Rights Commission and completed an exercise relating to ageism. The Registrant also completed a self-reflection paper addressing the real, potential, or perceived impact of discriminatory comments on others, how such comments impact the integrity of the profession, which sections of the Code of Ethics and which Standards of Practice are applicable to the complaint.