

## **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 “ACDH” or “College”)

A Complaint Resolution Agreement was entered into between the Registrant and the College, in February 2025.

The particulars of the Registrant’s unprofessional conduct arise from a complaint made to the College by the Registrant’s employer relating to conduct wherein the Registrant:

- Removed multiple patient appointments from the clinic’s schedule without notifying anyone at the clinic and without notifying the affected patients.

The Registrant expressed remorse for their actions and submitted a reflection paper to the Complaints Director evidencing:

- their review of the ACDH Code of Ethics, Standards of Practice (“SOPs”) on Professional Accountability, Patient-Centred Approach, and Communication;
- their consideration of the ways in which the decision to remove patient appointments without notice impacts patient access to care, negatively impacts or has the potential to negatively impact patient health outcomes, reflects poorly on the profession, and is inconsistent with the SOPs and Code of Ethics; and
- how any future employment disputes can be handled professionally, with integrity, and without negatively impacting patients.