

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 was entered into between the Registrant and the College in July 2024.

The particulars of the complaint against the Registrant arise from a referral from the Registrar to the Complaints Director relating to conduct that includes the following:

- Notwithstanding multiple reminders, the Registrant failed to complete the training course “Protecting Patients from Sexual Abuse and Misconduct” as required by Bill 21: An Act to Protect Patients (“Bill 21 Training”).
- The Registrant failed to respond to multiple communications from the College.

The Registrant completed the Bill 21 Training and provided a certificate of completion to the College. The Registrant also paid a \$100 fee and submitted a reflection paper to the Complaints Director regarding the significance of Bill 21 Training and why it is crucial for all regulated health professionals to complete this training, what it means to be a regulated health professional, the importance of reading and responding to College communications, steps the Registrant can take going forward to ensure that important communications from the College are not overlooked, and which Standards of Practice and/or parts of the Code of Ethics are applicable to the complaint.