

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 December 2024.

The College received a complaint from a member of the public relating to treatment received by the Investigated Person in November 2023. The particulars of the Investigated Person’s unprofessional conduct include the following:

- Failing to provide adequate informed consent for treatment. Upon seeing a patient who expressed that they did not want their teeth to be hand scaled, the Investigated Person did not provide the patient with the opportunity to make an informed choice regarding their care.

The Investigated Person did not renew their registration with the College on October 31, 2024, and their registration has been cancelled. The Investigated Person agreed that that in the event they reapply for registration and a practice permit with the College and the Registrar finds they satisfy the requirements of registration and are eligible for registration and a practice permit, they will be required to do the following:

- Read and review the ACDH Code of Ethics, the ACDH Standards of Practice (“SOPs”) on Communication, the SOP on Patient-Centred Approach, and the SOP and Guidelines on Informed Consent.
- Write a reflection paper outlining: the elements of informed consent, the importance of communication and informed consent in clinical practice, how a dental hygienist can support patient autonomy, and what could have been done differently in the within case.