

## **Complaint Resolution Agreement**

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

Between:

**Registrant**  
(the “Investigated  
Person”)

And

**Alberta College of Dental Hygienists**  
(the “College” or “ACDH”)

A Complaint Resolution Agreement was entered into between the Investigated Person and the College, in December 2024.

The Complaints Director received a referral from the Registrar pursuant to section 53.4(2) of the HPA, due to evidence that the Investigated Person provided false or misleading information in the inspection of their dental hygiene practice. The Complaint’s Director treated the Registrar’s referral as a complaint under section 56 of the HPA.

The particulars of the Investigated Person’s unprofessional conduct include the following:

- Failing to follow the policies and procedures set out in their Infection Prevention Control (“IPC”) Manual.
- Providing false or misleading information to the ACDH Inspector, ACDH Regulatory Manager and ACDH Regulatory Advisor.

In order to resolve the complaint, the Investigated Person agreed to the following:

- Consent to another practice inspection at the discretion of the Registrar.
- Provide evidence of successful completion of the current Medical Device Reprocessing in Dental Health Care Setting course.
- Complete the Government of Alberta’s Hazard Assessment and Control Webinar, and E-learning, and identify five key learnings.
- Provide the manufacturer’s instructions for use (“MIFU”) for all handpieces and motors used in practice.
- Provide written policies and procedures for reprocessing, including cleaning, lubricating and sterilizing, handpieces and motors that comply with the



MIFUs for each device and ACDH IPC Guidelines.

- Pay a fee of \$200 to the ACDH.
- Read and review the ACDH Code of Ethics, and the Standards of Practice on Professional Accountability, Communication, and Safety and Risk Management, including the documents referenced in performance expectation 4.
- Write a reflection paper outlining the importance of communicating clearly and honestly with representatives of the College, indicating the supports that will be put into place to ensure that setbacks are approached honestly, ethically, and professionally, and outlining the importance of developing an IPC Manual customized to their practice setting, and abiding by the policies and procedures set out within.