

This Agreement is entered into by the following parties on the _____ day of _____, 20____

and

Andrea Snow, Complaints Director ("**Complaints Director**")
for the College of Alberta Denturists ("**College**")

Collectively referred to as "the Parties"

TERMS OF RESOLUTION PURSUANT TO s.55(2)(a.1) of the *Health Professions Act* ("Act**") (hereinafter referred to as the "**Agreement**")**

GIVEN THAT:

1. The College is a regulatory body created under the Act for the profession of denturism in Alberta.
2. At all material times, _____ has been a denturist registered with the College.
3. The College received a written complaint on _____ from _____ former employer _____ of _____ ("**Complainant**") citing concerns with _____ competence and recordkeeping based on complaints raised by nine former patients about the function and fit of their dentures.
4. The Complaints Director opened a file _____ and assigned three different subject matter experts (SMEs) to review and provide a report on whether _____ met the minimum standard of care for each patient.
5. The information gathered to date, including the review by the SMEs, raises issues concerning unskilled practice and recordkeeping. As it concerns _____
 - (a) practice, this raised concerns respecting a potential failure to capture the correct bite and/or check the bite post delivery, and/or compare measurements of old freeway space to new freeway space, and/or proper placement of tissue conditioner, and/or providing post care appointments; and
 - (b) recordkeeping practices, this raised concerns respecting a potential failure to accurately document patient charts.
6. The Complaints Director believes that the information gathered from the submissions demonstrates a potential breach of the Act, the Code of Ethics Article 5, 22, the Standards of Practice Standard (1)(ii) and (2)(i), the Standards of Practice Part 2 Patient Record Keeping Standard (R) (1-3), (U), (V)(i)(ii), (W), (Z); however, it is understood that the signing of this Agreement does not constitute a finding of unprofessional conduct.

7. With the consent of the [REDACTED] and the Complainant, the Complaints Director and the [REDACTED] are agreeable to consensually resolving the Complaint based on the terms of resolution set out in this Agreement in accordance with subsection 55(2)(a.1) of the Act.

IN CONSIDERATION of the terms of resolution and other considerations set out herein, the sufficiency of which consideration is acknowledged by the Complaints Director and myself, **IT IS AGREED THAT:**

Documentation Course and Review of Standards of Practice Regarding Recordkeeping

1. [REDACTED] shall enrol in, pay for, successfully complete and provide confirmation of the same to the Complaints Director of the course "Documentation" through the Canadian Medical Protective Association (CMPA) within thirty (30) days of execution of this Agreement.
2. [REDACTED] shall, within 30 days of execution of this Agreement, review the current Recordkeeping Guidelines and acknowledge completion of the same to the Complaints Director.

Supervised Practice Agreement

3. [REDACTED] agrees to enter into a Supervised Practice Agreement, which [REDACTED] will provide to the Complaints Director for review and approval within thirty (30) days of execution of this Agreement. The regulated member conducting the supervised practice shall:
 - (a) not be an individual directly connected to [REDACTED];
 - (b) shall be in good standing; and
 - (c) be willing to provide specific guidance on capturing correct bite (centric relation) in dentulous and edentulous individuals, the methods to check the captured bite, placement of tissue conditioner, and check of bite post delivery, as well as sign off on the case studies written by [REDACTED] as required below.
4. Upon approval and confirmation from the Complaints Director that the selected regulated member is in good standing and there is not a conflict of interest, [REDACTED] shall arrange for, at [REDACTED] cost, the subject regulated member to enter into a Supervised Practice Agreement outlining the requirements set out at 3 above.
5. [REDACTED] will provide three (3) case studies with photos that illustrate the concept of centric relation capture in a clinical setting and have the supervisor review and sign off on these.
6. The Supervised Practice Agreement will end once the Complaints Director receives written confirmation from the approved practice supervisor that [REDACTED] demonstrated [REDACTED] understanding of capturing the items in 3(c) above and the Complaints Director is satisfied that [REDACTED] has met the terms of the Supervised Practice Agreement.
7. The Complainant shall be advised of the outcome of this Agreement.

8. Should a further complaint be received by the College after satisfaction of this Agreement and that complaint results in a hearing before a Hearing Tribunal with a finding of unprofessional conduct being made, that the circumstances surrounding the Complaint and this Agreement, may be considered by the Hearing Tribunal for the purposes of determining penalty, regardless of the passage of time.
9. The College may publish, on a non-identifying basis, this Agreement on the College's website or any other College publication for educational purposes upon completion of all terms.
10. A breach of this Agreement at any time before satisfaction of this Agreement, may result in the Complaints Director putting forth a complaint under s.56 of the Act, as well as referring this complaint to a hearing before the Hearing Tribunal pursuant to Part 4 of the Act.
11. [REDACTED] acknowledges that until this matter is satisfactorily resolved, if College receives an inquiry about the status of [REDACTED] registration from another professional licensing authority, the College will be at liberty to disclose to that requesting party the circumstances of the Complaint and the terms of resolution set out in this Agreement.

I, [REDACTED] acknowledge that I have had the opportunity to seek legal advice in relation to this matter and hereby acknowledge that I voluntarily enter into this Agreement with the College, and I understand that the successful completion of the Agreement will constitute a full and complete resolution of this complaint.

[REDACTED]

Signature

[REDACTED]

Date

College of Alberta Denturists

Andrea Snow

Signature

[REDACTED]

Date

Andrea Snow, Complaints Director

[REDACTED]