

This Agreement is entered into by the following parties on the 17 day of July, 2023:

[REDACTED]

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* ("HPA") (hereinafter referred to as the "Agreement")

GIVEN THAT:

1. The College is a regulatory body created under the HPA for the profession of denturism in Alberta.
2. At all material times, [REDACTED] has been a denturist registered with the College.
3. The College received a written complaint on June 23, 2023 from [REDACTED] ("**Complainant**") alleging potential fraud, poor recordkeeping practices, and unprofessional behaviour of [REDACTED] towards the Complainant and the staff at [REDACTED]
4. The Complaints Director determined that the complaint met the requirements under the HPA, opened a file ([REDACTED]), and requested a response from [REDACTED]
5. The information gathered to date raises issues concerning [REDACTED] recordkeeping practices and [REDACTED] behaviour towards the Complainant and the staff at [REDACTED]
[REDACTED] As it concerns [REDACTED]
 - (a) behaviour, this raised concerns respecting a potential failure to act professionally and respectfully by continually contacting the Complainant and/or the staff at [REDACTED] via phone and email; and
 - (b) recordkeeping practices, this raised concerns respecting a potential failure to accurately document patient charts, specifically not adding a late entry relating to a reline for a patient with coverage through the Interim Federal Health Program (IFHP).
6. The Complaints Director believes that the information gathered from the submissions demonstrates a potential breach of the HPA, the [Code of Ethics \(2022\)](#) – Responsibilities to the Profession, i. iii, ix, [Standards of Practice 2.7.8](#), and [Recordkeeping Guidelines \(2022\) – Editing Records](#); however, it is understood that the signing of this Agreement does not constitute a finding of unprofessional conduct.

7. When considering potential sanctions, the Complaints Director considered the following mitigating factors:
 - (a) ██████ admitted ██████ behaviour was unbecoming of a professional and apologized for ██████ behaviour;
 - (b) ██████ admitted ██████ made a mistake by not updating the chart on the date of the service; and
 - (c) The decision of ██████ to remove ██████ and/or any other denturists within ██████ clinic as providers under the IFHP.
8. With the consent of the ██████ and the Complainant, the Complaints Director and the ██████ 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:**

Recordkeeping Course and Review of the Recordkeeping Guidelines

1. ██████ 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. ██████ shall, within 30 days of execution of this Agreement, review the current [Recordkeeping Guidelines](#) and provide written acknowledgement of completion of the same to the Complaints Director.

Effective Communication Course

3. ██████ shall enrol in, pay for, successfully complete and provide confirmation of the same to the Complaints' Director of the course "[Communication Strategies](#)" through NAIT within ninety (90) days of executive of this Agreement.

Other Terms

4. The Complainant shall be advised of the outcome of this Agreement.
5. 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.
6. The College reserves the right to publish, on a non-identifying basis, this Agreement in any College publication upon completion of all terms.

7. 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 HPA.

8. [REDACTED] acknowledges that until this matter is satisfactorily resolved, if the 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

Jul 17, 2023

Date

College of Alberta Denturists

Andrea Snow

Signature

July 17, 2023

Date

Andrea Snow, Complaints Director