

Complaint Resolution Agreement

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

Between:

Registrant
(the “Investigated
Person”)

And

Alberta College of Dental Hygienists
(the “College”)

A Complaint Resolution Agreement was entered into between the Investigated Person and the College, in May 2025.

The particulars of the Investigated Person’s unprofessional conduct arise from a complaint made to the College by another health care professional relating to conduct wherein the Investigated Person demonstrated a lack of skills and/or judgment in their provision of dental hygiene procedures.

The Investigated Person:

- Failed to detect, treat and inform patients of abnormal findings.
- Failed to effectively remove calculus, complete appropriate assessments, complete or document periodontal probing measurements, and make clinically appropriate referrals.
- Failed to document complete and accurate information in patient chart notes.

Instead of taking a dental hygiene refresher course or proceeding to a hearing, the Investigated Person chose to resolve the Complaint by cancelling their practice permit and paying a \$1000 fee to the College.

Should the Investigated Person wish to re-apply for registration with the College, they must provide evidence of successful completion of the 10-Day Dental Hygiene Refresher Course, offered by the University of Alberta, or its equivalent as approved by the Registrar.