

AGREEMENT AND UNDERTAKING

Between

Emma Wong, Registered Optician

and

The College of Opticians of Alberta

WHEREAS:

- A. The College of Opticians of Alberta (the "College") received a complaint concerning the conduct of Emma Wong, Registered Optician and Essential Eyewear (the "Complaint");
- B. The Complaints Director of the College conducted an investigation into the Complaint, including the documentation practices of Emma Wong;
- C. In the course of the investigation, the Complaints Director determined there to be evidence of failures on the part of Emma Wong to comply with the College's documentation standards in Standard of Practice 4, including:
 - a. Failing to properly and consistently record the prescriber's name;
 - b. Failing to properly and consistently record the date last seen by the prescriber;
 - c. Failing to properly and consistently record frame and lens specifications.
- D. The Complaints Director subsequently determined that the Complaint is suitable for resolution through agreement and undertaking pursuant to section 55(2)(a.1) of the *Health Professions Act, RSA 2000, c. H-7* ("HPA") and that the Complainant would consent to such resolution.

Emma Wong hereby agrees and undertakes as follows:

- 1. Ms. Wong's failure to comply with the College's Standards of Practice constitutes unprofessional conduct within the meaning of the HPA;
- 2. Ms. Wong undertakes to comply with the College's Standards of Practice, including without limitation Standard 4: Record Keeping at all times;
- 3. Ms. Wong also undertakes to instruct and ensure that all individuals working at her optical practice who are not regulated members of the College comply with the College's Standard of Practice, including without limitation Standard 4: Record keeping at all times;
- 4. Pursuant to s. 119 of the HPA, the College will comply with its disclosure obligations and may publish information related to the Complaint and this Agreement and Undertaking in the College's Annual Report or other College publications.

5. Ms. Wong acknowledges that if a further complaint is received by the College after the date of this Agreement and Undertaking, and that complaint results in a hearing before a Hearing Tribunal with a finding of unprofessional conduct, that the circumstances surrounding the Complaint and this Agreement and Undertaking may be considered by the Hearing Tribunal for the purposes of determining penalty, regardless of the passage of time.
6. If Ms. Wong fails to comply with the terms of this Agreement and Undertaking, the Complaints Director may treat her non-compliance as the basis for a new complaint pursuant to s. 56 of the HPA and act on the new complaint pursuant to s. 55 of the HPA.