



**COLLEGE OF OPTICIANS
OF ALBERTA**

COMPLAINT DECISION SUMMARY

September 3, 2024

Finding of Unprofessional Conduct related to a Regulated Member

The College Opticians of Alberta (the College), acting on a complaint of unprofessional conduct against a regulated member, investigated the conduct of a Registered Optician. The complaint alleged disrespectful communication towards a patient's guardian against the Standard of Practice 5.1 and the Code of Ethics number 2.

During the course of the initial investigation, evidence supported the allegations, and the regulated member admitted to the allegations of disrespectful communication. As such, the Complaints Director (CD) determined the investigated members actions constituted unprofessional conduct as defined in the Health Professions Act s.1(1)(pp)(iii) and are deserving of a caution and sanctions.

With the consent of the complainant and the investigated member, the College sought to resolve the complaint under Section 55(2)(a.1). Both parties agreed to resolve the complaint with a Facilitated Resolution Agreement (FRA) and Undertaking.

As per the terms of the Facilitated Resolution Agreement and Undertaking, the regulated member:

- received a caution
- agreed to write a letter of apology to the complainant within 30 days, and
- agreed to undertake and complete Trauma-Informed Care education within 60 days of the agreement.

The name of the regulated member has been redacted as per the CD given there was no threat to public safety. However, publication of this summary will serve to provide education and act as a caution to regulated members regarding respectful communication.