



**COLLEGE OF OPTICIANS
OF ALBERTA**

Your Vision, Our Focus ®

**Facilitated Resolution
Agreement and Undertaking**

BETWEEN:



("Investigated Person")

- and -

Carrie Gronau

("Complaints Director")

WHEREAS:

- a) The College of Opticians of Alberta (the "College") is a body incorporated pursuant to the *Health Professions Act*, R.S.A. 2000, c. H-7 ("HPA").
- b) The Investigated person is a regulated member of the College and was a regulated member at all material times.
- c) On December 2, 2024, the College received a written complaint (the "Complaint") dated December 2, 2024, from the Complainant indicating that the Investigated Person may have engaged in unprofessional conduct including but not limited to allegations related to: conversations of a sexualized nature with a colleague, actions or gestures of a sexualized nature towards a colleague, observing a colleague arrive at work, and physical contact with the complainant's clothing and/or leg.
- d) The investigated person acknowledges the allegations related to actions or gestures of a sexualized nature with a colleague and physical contact with the complainant's clothing and/or leg are supported by evidence.
- e) The investigated person acknowledges the allegations related to conversations of a sexualized nature towards a colleague and observing a colleague arrive at work are not supported by evidence.
- f) The Complaints Director, under the authority of s. 55(2)(a.1) of the HPA, has obtained consent from the Complainant and the Investigated Person to attempt to resolve the Complaint as an alternative to this matter proceeding to a hearing.

IN CONSIDERATION OF the terms and conditions set out herein, the parties hereby agree as follows:

1. The Investigated Person Hereby acknowledges that:

- a. There is sufficient evidence to support the allegations related to actions or gestures of a sexualized nature with a colleague and that he received a reprimand from his employer related to maintaining personal space, keeping an arm's length from associates and that body contact is inappropriate.
- b. The Investigated Person's conduct constitutes "unprofessional conduct" as that term is defined in the HPA s. 1(1)(pp)(ii), contravenes the Act, a code of ethics or standards of practice, and more particularly, the conduct breached the COA standards of practice:

- i. Standard 1 – Compliance with Legislation

- a. 1.2 An optician must respect the dignity and professional status of and professional relationships with their colleagues wherein he displayed a lack of judgement by participating in actions or gestures that were of a sexualized nature with a colleague.

- ii. Standard 5 - Communication

- a. 5.1 When communicating with staff, patients, legal guardians, caregivers and other regulated health professionals, an optician must be clear, respectful, effective, and professional wherein he displayed a lack of judgement by participating in actions or gestures that were of a sexualized nature with a colleague.

- iii. Standard 8 – Professional Boundaries

- a. 8.2 – An optician must maintain sound professional judgement in all circumstances wherein there is evidence of a verbal warning from your employer on September 2, 2023, advising that "you must remember to maintain personal space, keep yourself arms length from associates" and "sexual harassment and/or body contact is inappropriate or making your fellow associate uncomfortable and intimidating."

2. The Investigated Person hereby acknowledges and agrees that:

- a. This signed Agreement and Undertaking serves as a caution and conditions will be added to their practice permit as follows:
- b. They will complete two (2) courses:
 - i. SafeCheck Respect in the Workplace Training for Employees, and
 - ii. Moments matter training – Engagement strategies towards ending workplace sexual harassment
 - iii. Certificates will be provided to the Complaints Director upon completion of the training courses no later than December 31, 2025. If the investigated person requires an extension to complete the courses, they will contact the Complaints Director at least 30 days prior to December 31, 2025.
- c. They will write a reflection paper within 30 days of completion of the training courses. The paper will be submitted to the Complaints Director for review no later than

December 31, 2025. If the investigated person requires an extension to complete the paper, they will contact the Complaints Director at least 30 days prior to December 31, 2025

- d. Upon signing this agreement, they will advise their employer of the particulars of the complaint and the facilitated resolution agreement.

i. They will have the employer confirm in writing to the Complaints Director that they have been advised and reviewed the agreement within two (2) weeks of being advised of the agreement

ii. The requirement to advise any employer remains until the courses and reflection paper are complete.

iii. Upon completion of the courses and paper, the complaint shall be considered resolved and no further employer notification will be required.

3. Should the College receive an inquiry from any member of the public regarding the Investigated Person's complaint history, the College will be at liberty to provide a copy of this Agreement and Undertaking for a period of five (5) years after the order has been issued.
4. Should the College receive an inquiry from another regulatory body regarding the Investigated Person's complaint history, or should the College become aware that the Investigated Person is seeking registration with another regulatory body, the College will be at liberty to provide a copy of this Agreement and Undertaking under the disclosure requirements of the Health Professions Act and Personal Information Protection Act.
5. The college may publish the information related to the Complaint and this Agreement and Undertaking in the College's Annual Report or other College publications, without identification of the Investigated Persons name.
6. The Investigated Person 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.
7. If the Investigated Person fails to comply with the terms of this Agreement and Undertaking, the Complaints Director may proceed to refer the Complaint to a Hearing Tribunal pursuant to Part 4 of the HPA, notwithstanding non-adherence to any time limit set out in the HPA.

I, [REDACTED] acknowledge that I have had the opportunity to consult with legal counsel. I hereby acknowledge that I voluntarily enter into this Agreement and Undertaking, and I understand that the successful completion of the Agreement and Undertaking will constitute a full and complete resolution of the Complaint.

Oct 28/25

Date

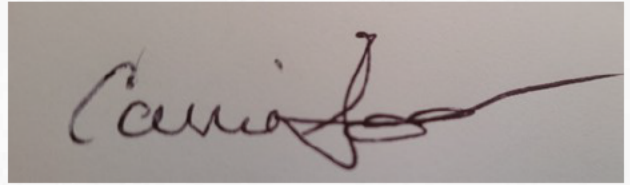
[REDACTED]

Regulated Member

Mediated by:

October 30, 2025

Date



Complaints Director