

**File Reference:** DH2103

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***ELEMENTS OF COMPLAINT***

On February 9, 2021, the College received a complaint from an employer concerning the Registrant's conduct during an appointment with a child on November 24, 2020. The complaint concerned a report from a mother that the Registrant repeatedly placed their hand over the top of her child's lip to reduce their exposure to droplets because of COVID-19 concerns.

The matter was referred to the Inquiry Committee which initiated an investigation under s. 33(4) of the *Health Professions Act*, R.S.B.C. 1996, c. 183 (the "Act") and the Registrant was invited to respond.

On March 16, 2021, the College received a written response from the Registrant denying that they had restricted the child's nose or mouth or touched the child's nose. The Registrant explained that the child was anxious during the appointment but denied placing their hand above the child's mouth or causing the child to become upset. The Registrant expressed concern about return-to-service protocols amidst the Covid-19 pandemic.

On June 14, 2021, the College received the Inspector's Report, a copy of which was provided to the Registrant and Complainant for response.

On July 9, 2021, the College received notice from the Registrant that they wished to cancel their full-practicing registration because they were retiring from dental hygiene practice.

***COMMITTEE DECISION***

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After considering the information provided by the Complainant and the Registrant, the inspector's report, the Inquiry Committee was concerned that the Registrant: (a) failed to appropriately respond to the needs of the child by placing their hand above his mouth during the appointment when he was already upset; and (b) failed to follow COVID policies for droplet precautions and the CDHBC Infection Control and Prevention Guidelines by covering the child's mouth during the appointment. The Inquiry Committee and the Registrant agreed that the appropriate remedial action was a consent order pursuant to ss. 36(1)(a) and (d) of the Act to ensure they do not repeat the conduct of contravening the CDHBC Infection Prevention and Control Guidelines by placing their hand above the mouth of a patient for the purpose of deflecting droplets during the provision of dental hygiene care.

Under the terms of the consent order, the Registrant agreed to not repeat the conduct of contravening the CDHBC Infection Prevention and Control Guidelines by placing their hand above the mouth of a patient for the purpose of deflecting droplets during the provision of dental hygiene care. In the event that the Registrant seeks reinstatement of registration with the College, they undertake: (a) to first review the College's online Practice Standards prior to submitting an application for reinstatement and to provide written confirmation to the College that they have done so; (b) to first review the College's Infection Control and Prevention Guideline and the most current Oral Healthcare During Covid-19 Response Plan in place prior to submitting an application for reinstatement and to provide written confirmation to the College that they have done so; and (c) to first complete, at their own cost, training in professional sensitivity and interpersonal communications, such training to

be approved in writing in advance by the Inquiry Committee, and to provide documentary evidence confirming successful completion of that training to the College prior to submitting an application for reinstatement.

***RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS***

Act, section 13; 33(1); 33(5); 33(6)(c), and 36.

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***STATUS***

Closed.