

**INQUIRY COMMITTEE  
RECORD OF DECISION**

**File Reference:** DH1487

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***ELEMENTS OF COMPLAINT***

On November 4, 2014, the College received a complaint from a client's legal representative (the "Complainant") alleging that the Registrant provided sub-standard dental hygiene care by leaving visible calculus and debris following a dental hygiene treatment.

The CDHBC Inquiry Committee initiated an investigation under s. 33(4)(a) of the *Health Professions Act*, R.S.B.C. 1996, c. 183 (the "Act") and appointed an inspector to assist with the investigation.

On November 6, 2014, the CDHBC Registrar notified the Registrant of the investigation and requested the Registrant's response to the investigation, in accordance with s. 33(5) of the Act.

The Registrant provided a written response regarding the dental hygiene treatments (s)he provided to the client.

On February 2, 2015, the College received the inspector's report, a copy of which was provided to the Complainant and the Registrant for response.

***COMMITTEE DECISION***

At the conclusion of the investigation, the Inquiry Committee concluded that there was insufficient evidence to establish that the Registrant departed from proper standards of practice in providing dental hygiene treatment to the client on October 8, 2014. The Inquiry Committee concluded that it was possible that there may have been some visible calculus and debris after the treatment provided by the Registrant but it was difficult to determine several months after the treatment was provided whether the extent of the remaining calculus exceeded an acceptable level. The client has complex dental hygiene needs and resided in an extended care facility. The Registrant completed proper clinical records and, based on those records, the Inquiry Committee concluded that (s)he provided the services that (s)he invoiced the Complainant for.

The Inquiry Committee determined to take no further action in this matter as the conduct to which this matter relates was satisfactory within the meaning of s. 33(6)(a) of the Act. There is no evidence that the Registrant departed from proper standards of practice or otherwise engaged in conduct that would warrant regulatory action.

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

**Act, section 33(4); 33(5); 33(6)(a)**

***STATUS***

Closed.