

## **PROFESSIONAL CONDUCT COMMITTEE SUMMARY REPORT: CASE 26-01**

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The Professional Conduct Committee (PCC) investigated concerns regarding the professional conduct of a registrant following the termination of her employment in January 2026.

The complaint alleged that the registrant made public and private statements, including through social media and communications with colleagues, that were false, misleading, and potentially damaging to the reputation of a dental clinic and its staff.

During the investigation, the PCC reviewed the complaint materials, written responses from the registrant, supporting documentation, and conducted a meeting with the registrant under affirmation.

The registrant denied the allegations of misconduct and maintained that her communications were not intended to cause harm. The registrant provided explanations for the communications in question, including that certain statements were made in personal contexts or with limited audiences, and that some communications were intended to facilitate information-sharing following the termination of her employment.

The PCC identified concerns regarding the registrant's professionalism, communication, and exercise of judgment. In particular, the Committee noted that some communications, regardless of intent, may reasonably be perceived as unprofessional and carry a risk of reputational harm to colleagues, workplaces, and the profession.

The PCC also identified concerns regarding the registrant's responsiveness and reliability in engaging with the regulatory process, including delayed responses, missed deadlines, and initial submissions that did not substantively address the concerns raised.

While certain exhibits raised concern, including alleged social media and interpersonal communications, the PCC was unable to establish authorship or intent in all instances. Where evidence was conflicting or uncorroborated, the Committee was unable to make definitive findings sufficient to establish professional misconduct under *The Dental Disciplines Act*.

As a result, the PCC determined that the available evidence did not meet the threshold required to establish professional misconduct.

However, the Committee concluded that the registrant's conduct approached the threshold of professional misconduct, particularly in relation to professionalism, communication, and accountability.

In resolving the matter, the PCC determined that the matter was resolved by way of a formal caution letter, which emphasized:

- The expectation that registrants maintain professionalism and respectful communication in all interactions, including public, private, and electronic communications;
- The importance of exercising sound professional judgment in communications involving colleagues, employers, and the profession; and
- The obligation to respond to the College in a timely, complete, and reliable manner in accordance with professional and regulatory expectations.

The PCC notes that professional communication and accountability are fundamental expectations of all registrants and are essential to maintaining public confidence in the dental hygiene profession.

The matter was resolved at the PCC level with the issuance of a caution letter. No referral to the Discipline Committee was made.