



DISCIPLINARY COMPLAINT RESOLUTION AGREEMENT
pursuant to section 55(2)(a.1) of the *Health Professions Act*

BETWEEN:

ROXANN WHITE QUILLS, #107,064
(the “Regulated Member”)

and

The College and Association of Registered Nurses of Alberta
(“CARNA”)

A Disciplinary Complaint Resolution Agreement (“**DCRA**”) was executed between the Regulated Member and CARNA, dated with effect **AUGUST 19, 2021**. The below constitutes a summary of such DCRA:

Through a DCRA with CARNA, ROXANN WHITE QUILLS, #107,064 (the “**Registrant**”), acknowledged and admitted that their behaviour constituted unprofessional conduct. Particulars of the Registrant’s unprofessional conduct arises from one (1) complaint to CARNA include the following:

- On one occasion, the Registrant failed to communicate respectfully and compassionately with a patient who requested assistance with their ostomy bag, specifically when they spoke to the patient with a raised voice and used inappropriate language.
- The Registrant failed to demonstrate adequate judgment and professionalism when they slept and used their personal phone while on shift.

The Registrant must complete course work on patient communication and shall pay a fine. Furthermore, the Registrant must have their practice setting approved by the Complaints Director. Conditions shall appear on the CARNA register and on the Registrant’s practice permit.