



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

**BETWEEN:**

**ROXANN WHITE QUILLS #107,064**  
(the “**Registrant**”)

and

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

A Disciplinary Complaint Resolution Agreement (“**DCRA**”) was executed between the Registrant and CARNA, dated with effect **JUNE 8, 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 two (2) complaints to CARNA include the following:

- The Registrant failed to communicate effectively and respectfully with Patient 1 regarding their health condition, specifically a pregnancy, including when they implied the patient was acting like an idiot when discussing with the patient that they did not disclose their pregnancy. Furthermore, the Registrant failed to provide safe and client-centered nursing care, failed to demonstrate adequate judgment and failed to act with professionalism, integrity and respect in all their interactions with Patient 1 when they swore during the interaction, raised their voice and told the patient that they were acting entitled after the patient expressed they wanted to leave the hospital.

The Registrant agreed to complete coursework on professional communications, the duty to provide care and leadership. In addition, the Registrant shall submit a behavior improvement plan and pay a fine. Finally, the Registrant is required to submit an employer reference from their practice setting after four months. Conditions shall appear on the CARNA register and on the Registrant’s practice permit.