

**Saskatchewan College of Paramedics**  
**Consensual Complaint Resolution Agreement**

BETWEEN:

**Kaitlin Jackson, Primary Care Paramedic, Registry No. 45654 (the Member)**

AND:

**THE PROFESSIONAL CONDUCT COMMITTEE (The PCC) OF THE SASKATCHEWAN COLLEGE OF PARAMEDICS (The College)**

**Whereas** the Saskatchewan College of Paramedics received a complaint on December 26, 2021, regarding the Member's conduct during a patient interaction on November 16, 2021. The concerns include the Member's suboptimal patient care, specifically as it relates to a communication breakdown and lack of compassion for a palliative patient and the involved family members; and

**Whereas** the complaint was referred to the PCC for review and investigation in accordance with subsection 27(1) of *The Paramedics Act*; and

**Whereas** the evidence obtained by the PCC during the investigation establishes that the Member failed to conduct herself in a professional manner and demonstrated undesirable behavior by failing to ensure the care plan was well understood by the patient and involved family members, as well as not meeting the patient and family's needs for compassion, comfort and psychosocial support; and

**Whereas** as a result of the investigation, the PCC is of the opinion that the Member would be found guilty of Professional Misconduct, as these terms are defined in sections 24 and 25 of *The Paramedics Act*, on the grounds that on November 16, 2021, the Member displayed conduct harmful to the public and/or profession and/or is in breach of the bylaws of the College by displaying unprofessional conduct; and

**Whereas** the PCC is of the opinion that no further action with respect to the matter under investigation is warranted because the Member and the PCC have consented to its resolution on the terms contained in this agreement.

Now, therefore, the PCC and the Member agree as follows:

**1. Terms and Undertakings**

- 1.1. This agreement remains in effect until the Member has completed the undertakings set out in paragraph 1.3. have been satisfactorily completed. This shall be no more than one year from the date the PCC has signed the agreement.
- 1.2. The Member acknowledges and understands the seriousness of following her responsibilities and obligations as contained in the Code of Professional Conduct and understands that as a paramedic, she is required to behave in a manner that is beyond reproach and to conduct and present in such a manner to encourage and merit the respect of the public for members of the profession.
- 1.3. The Member undertakes to:
  - (a) Provide a letter of apology to the patient's family members, [REDACTED] [REDACTED] for the treatment they experienced on November 16, 2021. The letter

shall be sent to Jodi Egeborn, Manager of Professional Conduct at the Saskatchewan College of Paramedics for distribution to the family members, within one month of signing this agreement;

- (b) Successfully complete the LEAP Paramedic Palliative Care Education, to be set up with their employer, [REDACTED] within 12 months of signing this agreement;
- (c) Pay costs related to the investigation of \$862.50, to be paid within 12 months of signing this agreement.

**2. Disclosure and Notification**

- 2.1 Disclosure of this agreement shall be in accordance with *The Paramedics Act* and the College's policies that may exist from time to time.
- 2.2. The existence of this agreement between the College and the Member shall be recorded on the register of the College until the term of the agreement expires.
- 2.3. The PCC and the Executive Director of the College shall receive and keep a signed copy of the agreement for their records.
- 2.4. Any Canadian paramedic regulator may be notified of the agreement.
- 2.5. This agreement will be posted to the College's website.

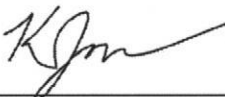
**3. Consequences of Breach of Undertaking**

- 3.1. The Member acknowledges and understands that, if the PCC has reason to believe the Member has breached an undertaking contained in this agreement, the PCC will investigate the matter as a new complaint in accordance with *The Paramedics Act*.

**4. Conclusion of Undertaking**

- 4.1. If the PCC is satisfied that the Member has substantially complied with the terms and undertakings in this agreement, the PCC will consider the undertakings to be concluded and shall inform the Member in writing that:
  - 4.1.1. The Member's compliance with the terms and undertakings have been satisfactory; and
  - 4.1.2. The notation on the register regarding this agreement has been removed.

This agreement was signed by the Member on the 7 day of May, 2022.

  
\_\_\_\_\_  
Kaitlin Jackson  
Registry Number 45654

  
\_\_\_\_\_  
Witness

This agreement was signed on behalf of the PCC on the \_\_\_\_\_ of \_\_\_\_\_, 2022.

---

Brian Hyland  
Chair, Professional Conduct Committee  
Saskatchewan College of Paramedics

---

Witness

**FINAL**