

Saskatchewan College of Paramedics
Complaint Resolution Agreement

BETWEEN:

Chris Klassen, Emergency Medical Responder, Registry No. 18532 (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 June 16, 2024, regarding Member, Chris Klassen. The concerns raised were in relation to a patient interaction on April 23, 2024, where the Member allegedly displayed a lack of appropriate assessment and treatment of the patient.

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 engaged in activities which most likely constitute professional misconduct and/or professional incompetence. Specifically, the Member displayed a lack of knowledge, skill, and judgement on April 23, 2024, by failing to complete an assessment, which compromised patient safety. Consequently, the Member's assessment and treatment of the patient remain inadequate and below the expected standard.

Whereas the PCC concluded that the Member would most likely be found guilty of professional misconduct and/or professional incompetence, as these terms are defined in sections 24 and 25 of *The Paramedics Act*, on the grounds that the Member's actions compromised patient care and did not meet the expected standard of care.

Professional misconduct is conduct that is harmful to the best interests of the public; and/or the members; and/or the standing of the profession. Any conduct that is harmful to the best interests of the public; and/or the members; and/or that tends to harm the standing of the profession is professional misconduct.

Professional incompetence is conduct that includes a display of a lack of knowledge, skill or judgment to an extent that demonstrates the member may be unfit to continue in the practice of the profession; and provide services that are ordinarily delivered as part of the practice of the profession and/or a disregard for the welfare of a member of the public to the extent that a member may be unfit to continue in the practice of the profession or provide services delivered as a part of the practice of the profession.

Section 10 of the College's Regulatory Bylaws requires that every Member must comply with the Code of Professional Conduct. A breach of the Code is therefore a breach of the bylaws, and a breach of the bylaws is professional misconduct as defined in section 25 of *The Paramedics Act*; and

Whereas the PCC is of the opinion that a disciplinary hearing is not warranted in this case; and

Whereas the PCC is of the opinion that no further action with respect to the matter under investigation is warranted because the Member has cooperated throughout the course of the investigation, and the Member has 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 all the conditions outlined in the undertakings described in paragraph 1.3 have been satisfactorily completed. This shall be no more than one year from the date the PCC signed the Agreement.

1.2 The Member acknowledges and understands the seriousness of their responsibilities and obligations as contained in the Code of Professional Conduct and understands that as paramedics they are required to behave in a manner that is beyond reproach and to conduct and present oneself in such a manner so as to encourage and merit the respect of the public for members of the profession.

1.3. The Member undertakes to:

- (a) Review the College's Code of Professional Conduct and the Standards of Practice within 1 month of signing this Agreement; and
- (b) At the Member's expense, complete IPHE 201 - Professionalism and Ethics for Healthcare Professionals, found at <https://www.nait.ca/nait/continuing-education/courses/iphe201-professionalism-and-ethics-for-healthcare>, within 5 months of signing this Agreement; and
- (c) The Member shall provide to the Chair of the PCC a reflective essay of not less than 1500 words and containing at least three formal references, discussing the purpose and importance of completing a patient assessment; an understanding of how the member put the patient at risk; and the reasons why the professional misconduct and/or professional incompetence are harmful to the best interests of the public and/or the members; and/or the standing of the profession, within 7 months of signing this Agreement; and
- (d) Pay the costs related to the investigation of \$487.50, within 12 months of the signing of 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. The College shall mail a copy of this Agreement to the Member.
- 2.5. Any Canadian paramedic regulator may be notified of the Agreement.
- 2.6. This Agreement will be posted to the College's website, until the completion of all terms outlined in section 1.3.

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:
 - 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 ____ day of _____, 2025.

Chris Klassen
Registry Number 18532

Witness

This agreement was signed on behalf of the PCC on the ____ of _____, 2025.

Ron Colin
Chair, Professional Conduct Committee
Saskatchewan College of Paramedics

Witness

