

SASKATCHEWAN COLLEGE OF PARAMEDICS  
COMPLAINT RESOLUTION AGREEMENT

BETWEEN:

**Matthew Tourand, ACP, Registry No. 16417 (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 March 21st, 2025, alleging the Member interacted in an unprofessional manner towards facility staff members [REDACTED], as well as [REDACTED]. More specifically, the concerns are the Member disregarded the feelings of their colleagues, which created a hostile work environment and resulted in their colleagues feeling disrespected. It was also noted in the complaint that the facility developed hesitancy in requesting assistance by summoning paramedic services due to these interactions.

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

**Whereas** as a result of its investigation, the PCC is of the opinion that the Member would most likely be found guilty of Professional Misconduct, as that term is defined in *section 25 of the Paramedics Act*, on the grounds that although the Member did not intentionally communicate in an unprofessional manner, they acknowledge their communication behaviors were perceived as unprofessional, rude and hostile and did not meet the expected standard.

The PCC concluded the Member's conduct does not meet the expected standards of practice as outlined in *sections 2, 5, and 8 of The Standards of Practice*, and therefore establishes Professional Misconduct.

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 no further action with respect to the matter under investigation is warranted because the Member and the PCC have entered into a Complaint Resolution Agreement with specified terms and undertakings, and the Member has agreed to these measures to address the conduct that led to the complaint in this matter.

**NOW, THEREFORE**, the PCC and the Member agree as follows:

**1. Terms and Undertakings**

1.1. The Order remains in effect for a period of 12 months or until the Member has completed the undertakings set out in paragraph 1.3. have been satisfactorily complete. 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 following his responsibilities and obligations as contained in the Code of Professional Conduct and Standards of Practice and understands that as a paramedic, they are required to behave in a manner that is beyond reproach and to conduct and present 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) 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
- (b) Within two months of completing the course described 1.3 (a), submit to the chair of the PCC a reflective essay of no less than 2,000 words and with no fewer than three references describing the importance of professional communication, collaboration with allied professionals and displaying an understanding of the role the paramedic has in these relationships; and
- (c) Pay costs related to the investigation of [REDACTED], 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. The Member's employer will be provided with a copy of the Agreement.
- 2.5. Any Canadian paramedic regulator may be notified of the Agreement.
- 2.6. This Agreement will be posted on 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 10 day of December, 2025.

  
Matthew Tourand  
Registry Number 16417

  
B  
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