



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

BETWEEN:

MONIQUE FRANCIS #71,235
(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 **MAY 21, 2021**. The below constitutes a summary of such DCRA:

Through a DCRA with CARNA, MONIQUE FRANCIS, #71,235 (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:

- The Registrant failed to practice with honesty, integrity and respect and failed to communicate respectfully and professionally with other members of the healthcare team when they used racial slurs when referring to an infant patient and their family that could harm the integrity of the nursing profession.
- The Registrant failed to communicate respectfully and professionally with other members of the healthcare team when they used profanity and inappropriate language. Next, the Registrant failed to practice with honesty, integrity and respect, failed to seek constructive approaches to conflict resolution, failed to communicate respectfully with the other members of the health care team when they met their coworker, a charge nurse, in a washroom and failed to immediately cooperate and leave the washroom with their coworker.

The Registrant agreed to complete course work on professionalism and leadership, complete a behaviour improvement plan, and complete a period of supervision in their practice setting. Conditions shall appear on the CARNA register and on the Registrant’s practice permit.