



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

**BETWEEN:**

**CORAL MARIE NICKERSON-CARON, #80,480**  
(the “**Regulated Member**”)

and

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

A Disciplinary Complaint Resolution Agreement (“**DCRA**”) was executed between the Regulated Member and CARNA, dated with effect **March 31, 2021**. The below constitutes a summary of such DCRA:

Through a DCRA with CARNA, CORAL MARIE NICKERSON-CARON, #80,480 (the “**Regulated Member**”), acknowledged and admitted that their behaviour constituted unprofessional conduct. Particulars of the Regulated Member’s unprofessional conduct arises from two (2) complaints to CARNA and includes the following:

- The Regulated Member failed to maintain therapeutic and professional boundaries with their patients, specifically when they acted outside the scope of their employment role and used their personal cellphone to communicate with patients.
- The Regulated Member failed to maintain and protect patients’ right to privacy and access to information when they accessed a previous patient’s records after being asked to do so by their employer but without independently upholding their responsibilities as a RN.
- The Regulated Member failed to adequately document their patient care to the standard expected of a RN.
- The Regulated Member failed to maintain therapeutic and professional boundaries with a patient and their family when they called the patient’s family member from their personal cellphone. Furthermore, the Regulated Member failed to maintain therapeutic and professional boundaries with the patient and their family when they called the patient’s family member from their personal cellphone three times and left an inappropriate and unprofessional voicemail, after the family member had asked the Regulated Member to have no further contact with them.

- The Regulated Member failed to demonstrate adequate judgment and failed to maintain patient confidentiality when they discussed patient care with their colleagues after they were instructed to have no further communication about patient care with colleagues.

The Regulated Member agreed to complete coursework on professional communications, professional boundaries, ethics and write a paper. In addition, the Regulated Member agrees to complete practice report letters covering six months of nursing practice. Conditions shall appear on the CARNA register and on the Regulated Member's practice permit.