

**IN THE MATTER OF THE *REGULATED HEALTH PROFESSIONS ACT*,
S.P.E.I. Cap R-10.1**

and

**IN THE MATTER OF A COMPLAINT AGAINST MONICA BONDRE,
A MEMBER OF THE PRINCE EDWARD ISLAND COLLEGE OF PHYSIOTHERAPY**

BETWEEN:

PRINCE EDWARD ISLAND COLLEGE OF PHYSIOTHERAPY

COLLEGE

AND:

MONICA BONDRE

RESPONDENT

CONSENT ORDER

WHEREAS on June 17, 2021 the Registrar of the Prince Edward Island College of Physiotherapy ("College") received a written complaint from Kelly Lund ("Complainant") against College Member Monica Bondre, Registration Number 161 ("Respondent");

AND WHEREAS the complaint was served on the Respondent, and the Respondent provided a written response which was served on the Complainant, all in accordance with the Prince Edward Island *Regulated Health Profession Act* ("Act");

AND WHEREAS pursuant to Sub-sections 40(4), 42(1) and 42(6) of the Act and the Registrar's request, the Council of the College appointed an Investigation Committee and an Investigator to investigate the complaint;

AND WHEREAS further to its investigation, the Investigator provided its report to the Investigation Committee on February 11, 2022;

AND WHEREAS further to the Investigator's Report, the Investigation Committee did find that the Respondent failed to provide client-centered care; failed to practice in a collaborative manner; and breached patient confidentiality

AND WHEREAS the Investigation Committee issued its report and recommendations further to its findings on March 21, 2022;

AND WHEREAS the Investigation Committee permitted, received and considered additional submissions from the Respondent dated March 31, 2022 and issued an addendum to its report, dated April 6, 2022;

AND WHEREAS further to the Investigation Report and Investigation Report Addendum of the Investigation Committee, the College and the Respondent have agreed on the terms by which this complaint shall be resolved;

NOW THEREFORE it is hereby ordered pursuant to Sub-section 52(1)(b) of the Act, with the consent of the College and the Respondent, that:

1. Within three (3) months of the date of this Consent Order, the Respondent shall read the following documents located on the PEICPT webpage:
 - Core Standards of Practice for Physiotherapists in Canada
 - Core Code of Ethics for Physiotherapists in Canada
 - Good Character & Reputation Decision-Making Guidelines
2. Within three (3) months of the date of this Consent Order, the Respondent shall read and complete the *Ethical Decision-Making Framework: Evidence Informed Practice Tool*: <https://professionals.wrha.mb.ca/old/education/files/EIPT.pdf>. Along with a HPEI supervisor or manager, the Respondent shall discuss her reflection and with the supervisor or manager both sign each page of Section Two of the document. The Respondent shall provide the College Registrar a signed copy of Section Two, with no patient identifiable information apparent.
3. Within one (1) year of the date of this Consent Order, the Respondent shall participate in and complete a professional development course approved by the Council of the College aimed at improving patient-centered care, such as *The Empathy Effect: Countering Bias to Improve Health Outcomes | Institute for Healthcare Communication*, and provide to the College Registrar Certificate of Attendance.
4. Within one (1) year of the date of this Consent Order, the Respondent shall participate in and complete a professional development course approved by the Council of the College aimed at improving collaborative practice, such as:

<https://coned.georgebrown.ca/courses-and-programs/interprofessional-collaborative-care-program>

or

https://www.queensu.ca/artsci_online/courses/interprofessional-approaches-in-healthcare-0

or

“Collaboration in a Box” with Kristin Lund.

and provide to the College Registrar Certificate of Attendance.

5. Within thirty (30) days of the date of this Consent Order, advise the Respondent's employer of the breach in disclosure of identifiable patient personal health information which formed part of the Complaint as confirmed in the Consent Order.
6. Within one (1) year of the date of this Consent Order, pay to the Registrar of the College, on payment terms to be confirmed by the Registrar in her discretion, the sum of Five Thousand (\$5,000.00) Dollars representing approximately one-third of the total costs incurred by the College in investigating and resolving the Complaint.
7. Within one (1) year of the date of this Consent Order, provide a signed Statutory Declaration confirming the completion of all terms of this Consent Order.
8. The College reserves all rights available to it under the Act in the event of the Respondent's failure to comply with the terms of this Consent Order, including but not limited to the right to make an interim order under pursuant to s. 53 of the Act and the right to impose a suspension of the Respondent's registration pursuant to Ss. 58(7) of the Act.
9. The College reserves the right to provide this Consent Order to the college or governing body for physiotherapy in any other jurisdiction, either upon request or at the College's own discretion, with or without notice to the Respondent.

Consented to by the College and the Respondent:



Carolyn MacPhail
Chair
Investigation Committee



Monica Bondre
Member/Respondent

This Consent Order made by the PEI College of Physiotherapy on the 19 day of April, 2022 and issued under the hand of its Registrar.


Jennifer Kelly PT
Registrar, PEICPT

