CARNA College & Association of
Registered Nurses of Alberta

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

BETWEEN:

IVORN NORN #77,894
(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 **NOVEMBER 16, 2021.** The below constitutes a summary of such DCRA:

Through a DCRA with CARNA, Ivorn Norn, #77,894 (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 and includes the following:

- Over a period of approximately three years, the Registrant failed to communicate effectively and respectfully with other members of the health care team while working in an intensive care setting, specifically:

  o The Registrant used inappropriate language while in the presence of colleagues and on occasion, while at the nursing desk;

  o On one occasion, the Registrant swore at a RN colleague, told him to be less anxious, demeaned him about working on a different unit and threatened to tell colleagues on the new unit that he lacked adequate nursing skills in the presence of other members of the health care team; and

  o On more than one occasion, the Registrant treated a RN colleague in a disrespectful manner.

- Over a period of approximately three years, the Registrant failed to maintain professionalism when they used their personal cellphone on multiple occasions while in the workplace in a manner not required for their duties as a RN.

The Registrant agreed to course work on professionalism, ethics and leadership and must complete a behavior improvement plan focused on professionalism and fostering a respectful workplace. The Registrant also must provide an employer reference covering at least 350 hours of practice as a RN. Conditions shall appear on the CARNA register and on the Registrant's practice permit.