

Pamela Robinson - #20077530

On April 18th, 2011, the Complaints Committee met to consider a complaint regarding a member reported for slapping a resident on the hand. The member provided a written submission explaining that she slapped the resident in response to the resident digging her nails into the member's arm. The member understood the wrongfulness of her actions and expressed regret for her conduct.

Following a review of the complaint, the Complaints Committee ordered that the member complete the *Non-Violent Crisis Intervention* course within six months of the hearing. The Complaints Committee also ordered that a letter of reprimand be placed on the member's file.