

Donna Zerrath 104699 (the "Respondent")

Alternative Dispute Resolution agreement dated: March 11, 2026

On March 11, 2026, the Emergency Medical Assistants Licensing Board (the "Board"), pursuant to Rule 7.1 (c) of the Rules for Complaints, Investigations and Disciplinary Hearings, resolved the matter with the agreement of the Respondent by way of an alternative dispute resolution (the "Agreement").

As part of the Agreement, the Respondent admitted to breaching a term and condition of their licence on a call by:

- a) Failing to sufficiently escalate care or obtain higher levels of medical authority during the Call;
- b) Failing to continue to insist on proper cervical spine immobilization, including failure to escalate the matter to a higher level of care or medical oversight; and,
- c) Failing to advocate for a trauma bypass to Kelowna General Hospital.

As part of the Agreement, the Respondent agreed to successfully complete the following course(s) at their own expense: International Trauma Life Support; and BCEHS Clinical Guideline Update - Spinal Motion Restriction. The Respondent also agreed to participate in up to five (5) consultation meetings with a clinical advisor to review the Admission and what the Respondent has learned from their remedial learning and the underlying complaint. All of which must be completed within 120 days of the Respondent receiving a copy of the signed Agreement.

The Agreement provided that if the Respondent fails to submit proof of their successful completion of courses and consultations within 120 days the Respondent's licence would be suspended for eight (8) days.