

Sophie Mar 147002 (the “Respondent”)

Alternative Dispute Resolution agreement dated: December 17, 2025

On December 17, 2025, 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 acting incompetently and breaching a term and condition of their licence on November 30, 2023, in Abbotsford, BC when assisting an 87-year-old patient who was reporting severe lower body pain (the “Patient”) by:

- failing to extricate the Patient to the ambulance in a safe manner, including: failing to develop an adequate extrication plan for the Patient; requesting that the Patient walk down the stairs without equipment;
- failing to act professionally by not treating the Patient with respect and empathy, including: not believing the Patient regarding their pain and their statement that they fell on their hips/pelvis; not believing the Patient or family member when they said the Patient could not walk;
- failing to provide accurate information and minimizing the Patient’s complaints when handing off the Patient to the emergency room.

As part of the Agreement, the Respondent agreed to successfully complete the following courses at their own expense: International Trauma Life Support (ITLS) (including a geriatric component); and Northern Alberta Institute of Technology (NAIT) Professionalism and Ethics for Healthcare Professionals. 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 90 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 90 days the Respondent’s licence would be suspended for seven (7) days.

On March 19, 2026, the Board granted an extension of time until May 31, 2026, to complete the Agreement requirements.

The Respondent failed to complete the required clinical consultation with a clinical advisor within the timeline established in the Agreement. As a result, the Board suspended the Respondent’s licence June 26, 2026, to July 3, 2026.