



— COLLEGE OF —
CHIROPRACTORS
— OF ALBERTA —

Complaint Resolution Agreement Admission and Orders of:

Dr. Colin Henderson

On:

September 7, 2023

Posting expiration date:

September 7, 2033

COMPLAINT RESOLUTION AGREEMENT

Dated this 7th day of September 2023 (the "Effective Date").

Pursuant to section 55(2)(a.1) of the *Health Professions Act*

BETWEEN

Dr. Colin Henderson ("Dr. Henderson")

---and---

**Ms. Kerstin Hurd, Complaints Director for the College of Chiropractors of Alberta (the
"Complaints Director")**

BACKGROUND MATTERS

- A. The College of Chiropractors of Alberta or CCOA (the "College") is the regulatory body for the profession of chiropractic pursuant to the *Health Professions Act*, R.S.A. 2000, c. H-7 ("HPA"). The parties agree that for the purposes of this agreement, the term "College" shall include the College of Chiropractors of Alberta and all predecessor colleges under prior applicable legislation.
- B. On or about August 26, 2022, the then Complaints Director received information from the Registrar concerning the conduct of Dr. Henderson, specifically with respect to his website content being non-compliant with the CCOA's Standards of Practice and Advertising Directive. Dr. Henderson responded to the Registrar's communications regarding non-compliant content on his website, deleted non-compliant posts and committed to ensuring future content was compliant.
- C. On November 23, 2022, the Complaints Director received information from the Registrar that content which was non-compliant with the CCOA's Standards of Practice and Advertising Directive was again found on Dr. Henderson's website. Further communication from the Registrar on December 9, 2022, and the Practice Advisor on February 22, 2023, reported Dr. Henderson's ongoing non-compliant website content.
- D. The Complaints Director treated the information as a complaint and initiated a complaint pursuant to s. 56 of the HPA.
- E. The Complaints Director investigated the matter pursuant to s. 55(2)(d) of the HPA. On April 3, 2023, the Complaints Director notified Dr. Henderson of the complaint and requested a response.
- F. The Complaints Director believed there was sufficient evidence of unprofessional conduct to refer the matter to a Part 4 HPA discipline hearing.
- G. The Complaints Director, under the authority of s. 55(2)(a.1) of the HPA, has proposed this Complaint Resolution Agreement (the "Agreement") to Dr. Henderson in an attempt to resolve the Complaint as an alternative to this matter proceeding to a Part 4 HPA discipline hearing.

COMPLAINT RESOLUTION AGREEMENT

IN CONSIDERATION OF the terms and conditions set out herein, the Complaints Director and Dr. Henderson hereby agree, and Dr. Henderson hereby acknowledges that:

1. At all times concerning the conduct in question, Dr. Henderson was a regulated member of the College.
2. Dr. Henderson hereby admits and acknowledges that:
 - a. On or about July 25, 2022, Dr. Henderson was notified by the Registrar that content on his website was non-compliant with the College's Standards of Practice and the College's Advertising Directive. On or about August 18, 2022, Dr. Henderson provided communication to the College that the non-compliant content was removed and acknowledged his responsibility and commitment to maintain compliance with the Standards of Practice and Advertising Directive.
 - b. On, or about November 23, 2022, Dr. Henderson breached the College's Standard of Practice 1.1 Advertising, Marketing and Promotion and Advertising Directive when he continued to have non-compliant content on his website.
3. Dr. Henderson hereby acknowledges and agrees that the above conduct constitutes unprofessional conduct and is deserving of sanction. In consideration of the unprofessional conduct admitted above and the Complaints Director staying a referral of the Complaint to a Part 4 HPA hearing tribunal:
 - a. Dr. Henderson will pay a fine of \$1,500.00. This will be payable in full within 30 days of the Effective Date.
 - b. Dr. Henderson will provide monthly written reports (the "Reports") with declaration to the Complaints Director for a period of one year. The Reports must outline the steps he has taken to review all his advertising, including digital and print formats, and what actions he has taken to ensure they comply with the relevant Standards of Practice and Advertising Directive. The Reports will include a declaration of compliance. The Reports must be provided no later than the 10th day of the month and will be required monthly from October 2023 to September 2024 inclusive.
 - c. Within 3 months of the Effective Date, Dr. Henderson will successfully complete the following online course (the "Course") and will provide evidence of successful completion to the Complaints Director:
 - i. "Ethics in Clinical Practice and Advertising" offered through Continuing Education at CMCC.

Dr. Henderson is responsible for all costs associated with completing the Course and it shall not count towards his College Continuing Competency Program requirements.
 - d. The Agreement will be published with Dr. Henderson's name on the College's website for 10 years. Publication with the name of practitioner is mandatory according to College Bylaws.
 - e. Dr. Henderson agrees and acknowledges that in the event he fails to comply with any term of this Agreement, the College may initiate a new complaint under s. 56 of the HPA.

I, Dr. Colin Henderson, have had the opportunity to seek legal advice from a lawyer in relation to this matter, and hereby acknowledge that I voluntarily enter this Agreement with the Complaints Director.

Sept 7, 2023
Date

Colin Henderson
Dr. Colin Henderson

September 20, 2023
Date

Kerstin Hurd
Kerstin Hurd, Complaints Director
College of Chiropractors of Alberta