



**Type:** Consent Resolution

**Name:** Lisa Mousseau, Former DC

**Location:** Okanagan Falls, Osoyoos, & Oliver, B.C.

**Date of Action:** April 6, 2026

**Nature of Action:** On April 6, 2026, Lisa Mousseau, a former DC (the “Former Registrant”), entered into an Undertaking and Consent Agreement pursuant to section 33(6)(c) and section 36(1) of the *Health Professions Act*, following an investigation by the College’s Inquiry Committee into allegations that the Former Registrant failed to maintain complete patient records in accordance with the Chiropractors Professional Conduct Handbook. The Undertaking and Consent Agreement resulted from a decision of the Inquiry Committee made under the *Health Professions Act*.

**Background:** On August 1, 2025, the Former Registrant’s registration as a chiropractor with CCHPBC was cancelled due to her failure to renew. On August 28, 2025, the College received a complaint involving allegations that the Former Registrant had failed in her duty to maintain complete patient health care records whilst she was a practicing registrant in B.C.

**Resolution:** On March 5, 2026, the Inquiry Committee resolved to dispose of the matter by requiring that the Former Registrant undertake or consent to the following:

- a formal reprimand from the College;
- undertaking not to repeat the conduct of failing to maintain complete patient records;
- completion of a learning course on record keeping, at her own cost, as a pre-requisite for any future application to the College for reinstatement of licensure;
- completion of a review of the College’s bylaws and standards of practice;
- completion of all missing, incomplete or unsigned patient health care records within 12 months;
- payment of a portion of the costs of the investigation; and
- payment of a fine in the amount of \$1,000.

The Inquiry Committee was satisfied that this resolution is consistent with the College’s mandate to protect the public. If the Former Registrant seeks to reinstate her licence with CCHPBC, such reinstatement will not automatically be granted. CCHPBC’s Licence Committee will evaluate her application for registration under the *Health Professions and Occupations Act* and CCHPBC Bylaws.