

Discipline Hearing Summary

Andrew Crook

This matter was heard by a Panel of the Discipline Committee (the “Panel”) of the College of Medical Laboratory Technologists of Ontario (“CMLTO” or the “College”) on August 13, 2026.

Allegations

The Allegations against Andrew Crook were set out in the Notice of Hearing (“NOH”) dated November 7, 2025, and reads as follows:

1. At the material times, Andrew Crook (the “Registrant”) was a duly registered medical laboratory technologist with the College of Medical Laboratory Technologists of Ontario (the “College”).
2. At the material times, the Registrant practised medical laboratory technology at St. Michael's Hospital in Toronto, Ontario.

Non-Compliance with Quality Assurance Requirements

3. On or around July 26, 2023, the College informed the Registrant that they were selected to complete the 2023 Practice Review audit (the “PR Audit”), which was required by the Quality Assurance Program (“QAP”) of the College. The Registrant was informed that they were required to complete the PR Audit by August 25, 2023.
4. The Registrant did not complete the PR Audit by August 25, 2023, as required.
5. On or around September 6, 2023, the Registrant was notified by the College that they had not completed the PR Audit by August 25, 2023, as required. The Registrant was given an extension to complete their PR Audit by no later than October 6, 2023.
6. Despite numerous reminders and attempts to contact the Registrant by the College, the Registrant did not complete the PR Audit by October 6, 2023.
7. On or around October 27, 2023, the Registrant was notified by the College that they had not completed the PR Audit by October 6, 2023, as required. The Registrant was given another extension until November 10, 2023, by which to complete the PR Audit.
8. The Registrant did not complete the PR Audit by November 10, 2023.



9. Despite multiple reminders, attempts by the College to contact the Registrant, and extensions by which the Registrant was required to complete the PR Audit, they did not complete the PR Audit.
10. As a result, the Registrant's failure to complete the PR Audit was reviewed by the College's Quality Assurance Committee ("QAC"). The QAC directed the Registrant to complete the PR Audit by no later than April 17, 2024.
11. The Registrant did not complete the PR Audit by April 17, 2024.
12. As a result, on or about June 27, 2024, the QAC referred the matter to the College's Inquiries, Complaints and Reports Committee ("ICRC") for investigation of allegations of professional misconduct.

Failure to Cooperate Fully with Investigators and Failure to Respond to College Inquiries

13. It is alleged that the Registrant failed to cooperate fully with the investigator during the investigation of this matter. Specifically:
 - a. The Registrant did not respond to emails and phone calls from the investigator attempting to schedule an interview; and/or
 - b. Despite being served with a summons on or about April 6, 2025, the Registrant did not appear for an interview as required; and/or
 - c. The Registrant failed to respond to the investigator's and/or College's inquiries within the deadlines provided by the investigator and/or the College.

Alleged Professional Misconduct

14. It is alleged that the above conduct constitutes professional misconduct pursuant to clause 51(1)(c) of the *Health Professions Procedural Code* ("Code"), being Schedule 2 to the *Regulated Health Professions Act, 1991*, more particularly, the following paragraphs of section 1 of Ontario Regulation 752/93 under the *Medical Laboratory Technology Act, 1991*:
 - a. Paragraph 1 (An act or omission inconsistent with the Act or the Regulated *Health Professions Act, 1991* or the regulations under either Act), including but not limited to:



- I. Section 76 of the *Code*; and/or
 - b. Paragraph 19 (Failing to reply appropriately or within thirty days to any written communication from the College or its members, officers, employees, or agents); and/or
 - c. Paragraph 20 (Engaging in conduct or performing an act relevant to the practice of medical laboratory technology that, having regard to all circumstances, would reasonably be regarded by the members as disgraceful, dishonourable or unprofessional); and/or
 - d. Paragraph 28 (Failing to comply with an order or requirement of a Committee or of a panel of a Committee of the College).

Registrant's Admission of Professional Misconduct

The Registrant admitted that these agreed facts constitute professional misconduct pursuant to:

1. clause 51(1)(c) of the *Health Professions Procedural Code*, of the Code, more particularly, the following paragraphs of section 1 of Ontario Regulation 752/93 under the *Medical Laboratory Technology Act, 1991*:
 - a. Paragraph 1 (an act or omission inconsistent with the Act or the *Regulated Health Professions Act, 1991* or the regulations under either Act), specifically, section 76 of the Code;
 - b. Paragraph 19 (failing to reply appropriately or within thirty days to any written communication from the College or its members, officers, employees, or agents);
 - c. Paragraph 20 (engaging in conduct or performing an act relevant to the practice of medical laboratory technology that, having regard to all circumstances, would reasonably be regarded by the members as disgraceful, dishonourable or unprofessional); and
 - d. Paragraph 28 (failing to comply with an order or requirement of a Committee or of a panel of a Committee of the College).

The Agreed Statement of Facts ("ASF") and admission of professional misconduct included a plea inquiry in which the Registrant stated that he understood fully the nature of the allegations against him; understood that by admitting the allegations, he waved his right to require the College to prove the case against him and the right to have a hearing; he understood that the decision of the Committee and a summary of



its reasons, including reference to his name, would be published in the College's Annual Report and any other publication or website of the College; he understood that any agreement between him and the College with respect to the penalty proposed does not bind the Discipline Committee. The Registrant, having the opportunity to receive legal advice, stated that they executed the ASF and admission of professional misconduct voluntarily.

Penalty

The Panel was presented with a Joint Submission on Penalty and Costs. The Joint Submission was signed by the Registrant and College counsel and set out the parties' joint proposal. The Panel accepted the Joint Submission and accordingly made the following order:

1. The Registrant is required to appear before a panel of the Discipline Committee immediately following the hearing of this matter to be reprimanded, with the fact of the reprimand and the text of the reprimand to appear on the public register of the College.
2. The Registrar is directed to suspend the Registrant's certificate of registration for a period of four (4) weeks.
3. The Registrar is directed to impose the following specified terms, conditions and limitations of the Registrant's certificate of registration, each at the Registrant's expense:
 - a. The Registrant must successfully complete one-on-one instruction with an instructor to be selected by the College on issues of ethics and professionalism within six (6) months of the date of the Discipline Committee's Order; and
 - b. The Registrant is required to respond to all correspondence from the College within thirty (30) days of receipt of the correspondence or within such time as specified in the correspondence.
4. The Registrant is required to pay the College costs in the amount of \$5,852, which can be paid in twelve (12) monthly payments of \$487.67, with the first payment due 30 days after the date of the Discipline Committee's Order, and every subsequent payment due monthly.

Reprimand

At the conclusion of the hearing, the Registrant stated that he was prepared to receive the reprimand ordered by the Panel. Accordingly, the Panel Chair delivered the following reprimand:

Mr. Crook, I am delivering this reprimand on behalf of the Discipline Panel. It is a formal expression of the Panel's disapproval of the conduct that has brought you before us and forms part of the penalty imposed in this matter.

At its core, this matter concerns your repeated failure to meet your obligations as a Registrant and to engage appropriately with the regulatory processes of your College.

Participation in the College's Quality Assurance Program is not optional. It is an important professional obligation that helps ensure medical laboratory technologists continue to meet the standards of the profession and, ultimately, protects the public.

Mr. Crook, a Registrant cannot simply disengage from their Regulator.

The College must be able to rely upon its Registrants to participate in its regulatory processes, cooperate when required, and comply with its lawful directions. Without that cooperation, the College's ability to regulate the profession effectively, and protect the public, is compromised.

Your repeated failure to meet these obligations caused this matter to escalate beyond the Quality Assurance process and into increasingly formal regulatory proceedings. This required considerable time, and College resources; which could have been avoided through timely cooperation and compliance.

As a longstanding public member of the CMLTO Board, I have come to appreciate the high degree of professionalism, integrity and responsibility demonstrated across this profession. Those qualities are fundamental to the trust the public places in the profession and in its ability to regulate itself.

It is against this high standard that the Panel views your repeated failure to meet your professional and regulatory responsibilities with serious concern.

The Panel is confident that the penalty is adequate, and we believe it will send an unequivocal message to both the profession and to the public that such behavior will not be tolerated.



College of Medical
Laboratory Technologists
of Ontario

Mr. Crook, we expect you to reflect carefully on the conduct that brought you before the Discipline Committee. Going forward, we expect you to respond promptly to the College, comply with its requirements and directions, and fully participate in the regulatory processes that apply to you.

We hope this proceeding marks a turning point, and that you will demonstrate a renewed commitment to your professional obligations.