

# HERE FOR YOU

[www.cno.org](http://www.cno.org)



Promoting quality nursing care  
to the people of Ontario



COLLEGE OF NURSES  
OF ONTARIO  
ORDRE DES INFIRMIÈRES  
ET INFIRMIERS DE L'ONTARIO

THE STANDARD OF CARE.



## What is CNO?

Welcome to the College of Nurses of Ontario's (CNO's) annual newsletter for the public. *Here For You* explains how CNO, in collaboration with nurses and the public, regulates the nursing profession in the province.

Despite the name "college," CNO is not a school. Rather, CNO sets the standards for nursing practice and provides nurses with information, advice and support to provide safe, ethical and effective care. CNO's Council, which defines standards of practice that promote quality nursing care, is made up of nurses and members of the public. Together with staff and members of the nursing profession, CNO works to fulfil its mandate: *to protect your right to quality nursing services*.

CNO regulates the nursing profession in the public interest by setting the requirements for becoming a nurse, establishing the standards for ethical and safe nursing practice, and enforcing the standards of practice and conduct.

To learn more about any of the topics discussed in this newsletter, visit CNO online at [www.cno.org](http://www.cno.org) or see the contact information on the back page.

## Who is your nurse?

To practise as a nurse in Ontario, you must be a member of CNO.

CNO registers individuals who have met all of the requirements, including successful completion of a national nursing exam. Only members of CNO can practise nursing in Ontario or use the titles of nurse, Registered Nurse (RN), Registered Practical Nurse (RPN) or Nurse Practitioner (NP).

It is important that you know who is providing your nursing care. Starting on June 4, 2009, a list of all of the nurses registered with CNO will be available at [www.cno.org](http://www.cno.org). By searching the Find a Nurse register, you'll be able to view a nurse's registration history, business contact information and any restrictions on her or his registration. To obtain public information on a nurse before June 4, phone or e-mail CNO.

## Maintaining competence

Once registered with CNO, all nurses must keep their knowledge and skills up-to-date. Every day, nurses reflect on their practice and find ways to improve the care they provide. They might, for example, improve their practice by consulting with a colleague. Or, they could read a journal or take a course to improve their knowledge in a particular area.

Nurses also maintain their knowledge and skills by participating in CNO's Quality Assurance Program. Through different types of assessments, they reflect on their practice, and identify learning needs and opportunities to assist them to maintain their competence in today's health care environment.

# Strengthening nurse-patient relationships

CNO provides nurses with practice standards that explain what is and is not suitable behaviour for nurses. It offers strategies for engaging with patients in ways that build trust and mutual respect. For example, CNO has published a guideline to help nurses prevent and manage the conflicts that can arise while delivering health care services.

## Building trust and respect

When you're a patient, you need caregivers who are knowledgeable, trustworthy and respectful. Nurses take pride in their ability to build trusting relationships.

Nurses understand the importance of acknowledging and respecting your values, opinions, needs and cultural beliefs. The way they respond to you affects the quality of the nurse-patient relationship and the outcome of the care you receive. When you give feedback to nurses about the care they provide, you help them reflect on their nursing care and better understand your needs.

Nurses are responsible for maintaining the professional relationship with the patient and the patient's family. As regulated health professionals, nurses recognize that they have a unique privilege in the relationship because of their knowledge, position in the health care system and influence over the quality of care that the patient receives.

Nurses also understand the importance of protecting your privacy and ensuring that your health information remains confidential.

Nurses know what constitutes patient abuse. It's any behaviour that is disrespectful or undermines a patient's sense of security. Abuse can be verbal, physical, emotional, financial or take the form of neglect. CNO provides nurses with education and support to identify and stop abusive situations.

Every patient in Ontario deserves to be treated with respect. For more information, contact CNO or visit our website at [www.cno.org](http://www.cno.org).



# Addressing your concerns

Protecting the interests of the public involves more than ensuring that nurses meet the requirements to provide quality nursing care. If a member of the public expresses a concern about a nurse's practice, CNO takes action. A concern can be about anything from a nurse making a medication error, to failing to conduct a complete health assessment. Or, it could be about theft, fraud, physical abuse or sexual abuse.

CNO takes your concerns about nursing care seriously. It investigates every complaint it receives about nursing practice.

CNO has a number of options for handling concerns. Some options focus on increasing a nurse's knowledge, skill and judgment. Others are disciplinary, for example, CNO can reprimand a nurse or revoke a nurse's registration.

The focus of CNO is on protecting the public while helping nurses improve their practice.



ISSN 1708-962X  
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*Publications Mail Agreement: 40062643*

## Promoting your interests

CNO continually looks for opportunities to promote your best interests. Ontario's health care environment changes rapidly, and CNO plays a role in ensuring that nursing regulations keep pace with these changes. It responds to trends, events and issues, as well as government initiatives and announcements that affect how nurses practise. CNO also collects data to help inform the needs of Ontario's health care system and recommends ways to improve patient care.

## We're HERE FOR YOU

CNO welcomes your questions on anything from who is a member to what the standards are. Visit CNO online at [www.cno.org](http://www.cno.org).

Here's how to reach CNO:

Website: [www.cno.org](http://www.cno.org)  
E-mail: [cno@cnomail.org](mailto:cno@cnomail.org)  
Mail: College of Nurses of Ontario  
101 Davenport Rd.  
Toronto, ON M5R 3P1  
Phone: 416 928-0900 (Toronto)  
1 800 387-5526 (Toll-free in Ontario)  
Fax: 416 928-6507

## DO YOU KNOW A SPECIAL NURSE?

Toronto Star is asking readers to nominate someone in the Nursing Profession for the **TORONTO STAR NIGHTINGALE AWARD 2009**. Submit your Nomination to us, including the following information:

- Your Name and Daytime Telephone Number
- Your relationship to the Nurse (Patient, Family Member of Patient, Friend of Patient, Former student or colleague)
- First and last name of the Nurse
- Where the care or association with the Nurse took place (specify Hospital Ward or Department if applicable)
- Approximate dates of care provided, or date of association with the Nurse

Then, in 250-500 words or less, explain why this Nurse deserves to be recognized with the Nightingale Award. This may include a brief description of his or her qualities, care of the patient, specific examples of the Nurse's efforts and dedication, and the difference he or she has made to your life or the lives of others. (NOTE: Your story must have taken place between January 1, 2008 and February 28, 2009. Nurses may not be nominated by a member of their family.)

**Send your Nomination to:** **TORONTO STAR**  
One Yonge Street, 9th Floor, Toronto, ON M5E 1E6  
You can also submit your nomination  
on-line at: [www.thestar.com/nightingale](http://www.thestar.com/nightingale)

**DEADLINE FOR NOMINATIONS: March 25, 2009.**  
A Panel of Judges will select a recipient, who will be  
announced in the Toronto Star's special section on  
Nursing Week on Saturday, May 9, 2009.



**Lilly Ferraro,**  
**Recipient of the Toronto Star**  
**Nightingale Award 2008**