



**QUALITY PRACTICE**  
 A RESOURCE FOR EMPLOYERS OF NURSES

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## Complete our survey!

Included with this issue of *Quality Practice* is a brief readership survey. Please take the time to complete and return it to us. Your input will help us develop content that is relevant and interesting to you as an employer of nurses.

Please complete and return the survey to the College by April 14.

# New reinstatement regulations in effect

Earlier this year, significant changes to the College's reinstatement regulation came into effect. These amendments strengthen the public protection mandate of the College.

Reinstatement is a means by which former College members, and members of the Retired Class, can return to nursing practice in Ontario by applying for the reinstatement of their previously held General Class certificate of registration. Because reinstatement can occur many years after membership has ceased, the changes will help ensure that reinstated members are competent to provide safe, effective and ethical care to clients.

The changes came into effect on February 27, 2006. Members of the Retired Class, and those who resigned or were suspended for failing to pay required fees, must now meet evidence of safe practice requirements before being reinstated. This means that individuals applying for reinstatement must provide proof that they have graduated from an approved nursing program or worked at least 1,125 hours in nursing within the last five years. They may also meet the requirement by having completed additional nursing education (e.g., continuing education) that is acceptable to the Registration Committee.

Former members who were, or are, the subject of an outstanding regulatory matter relating to professional misconduct, incompetence or incapacity are not eligible for reinstatement. Other people who formerly held a general certificate, or who held a certificate under the *Health Disciplines Act*, can apply for registration in the same membership class, but will be required to meet all entry-to-practice requirements other than the 2005 educational ones.

People whose certificates of registration were revoked or suspended by order of the College's Discipline, Fitness to Practice or Registration Committee follow a different reinstatement process. They must apply, in writing, to the Executive Director to have the revocation or suspension removed and a new certificate issued. The request is considered by the appropriate committee.

The new regulations are posted on [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca). For more information on reinstatement, visit the College's website at [www.cno.org](http://www.cno.org) and access the *Reinstatement* fact sheet from the publications list. Individuals interested in applying for reinstatement can contact the College's customer service centre to discuss their situation. For background information on the regulation changes, see the Council Notes section of the December 2000 issue of *Communiqué*.

# All the news on nursing regulation

Nurse employers can gain insights into current nursing issues, events and research findings in the College's online resource called Up Front: A Health Regulatory Scan. By reviewing journals, reports, newsletters and a variety of other publications, the College monitors nursing concerns in Ontario, Canada and around the world, and publishes a snapshot of these developments in the scan. Wherever possible, the scan includes references or links to organizations for additional information.

The scan is updated and posted on the website every three months. In the December 2005 scan, you will find, among many other topics, information on the following:

- the Canadian Federation of Nurses Unions' national study of nurse-to-patient ratios, which examines national and international staffing models to develop a comparative perspective on the benefits and disadvantages of using specific ratios;
- the launch of the Personal Support Workers (PSWs) Association, which has a mandate to advocate for the workplace interests of PSWs;
- results from the Canadian Institute for Health Information's sixth annual report on the supply of the RN workforce in Canada; and
- the provincial government's new "wait time website", which provides the public with information on wait times in Ontario hospitals for cataract, orthopedic, cancer and cardiac surgeries, and MRI scans.

The College uses the scan to stay on top of regulatory issues and inform our decision-making. It is also a valuable resource for employers and nurses because it provides a picture of broad trends in the health care sector.

The next scan is scheduled for posting in April. Up Front can be found in the Policy Issues section of [www.cno.org](http://www.cno.org).

## Expanding RN(EC) practice

In January, the Ontario government added Registered Nurses in the Extended Class [RN(EC)s] to the list of regulated health practitioners who can certify an applicant's eligibility for a disabled parking permit. (The other health practitioners are physicians, chiropractors, physiotherapists and occupational therapists.) The addition of RN(EC)s to the list is part of the Ministry of Transportation's new Accessible Parking Permit Program.

This change promotes public safety by increasing access to those who need disabled parking permits. RN(EC)s have been providing primary care services, such as evaluating a client's eligibility for a parking permit, for years, but have not been

able to submit the required client documentation to the government. This is another step in the promotion of RN(EC) practice and in supporting health service needs in a timely manner.

## Connect with Council

The College's website includes regular updates from the College's quarterly Council meetings. The Connecting with Council section is updated within two weeks of Council meetings, allowing you access to information about the latest decisions made at Council – decisions that affect nursing self-regulation and how nurses provide care. Click on About CNO and navigate to the Council and Committees tab to learn more.

The College's Council meetings are open to the public; however, space is limited. To attend, contact Jenna Hofbauer, Council Affairs Coordinator, at 416 928-0900, ext. 6302 or [jhofbauer@cnomail.org](mailto:jhofbauer@cnomail.org).

The schedule for the remaining 2006 Council meetings is as follows:

**June 7 and 8\***

**September 27 and 28**

**December 6 and 7**

\* Council's Annual General Meeting begins on June 8 at 0900 hrs.

Approximately two weeks before the meeting, the Council agenda is posted on the College's website. It can be found in the About CNO section under the Meetings link in Council and Committees.

## Here For You is here for you!

CNO's annual newsletter for the public, *Here For You*, is now available for distribution. In this glossy, eight-page magazine, the College explains its role in protecting the public interest, what the public should expect when receiving care from nurses, and the steps that the College and nurses take to ensure the provision of safe, effective and ethical care.

*Here For You* can be easily displayed in waiting rooms or magazine racks at your facility. It is also a handy giveaway at health fairs or trade shows that will be attended by the public.

A PDF of *Here For You* has been included with this issue for online subscribers to preview. The College

appreciates the assistance of employers in making this information available to the public. Additional copies of this free publication can be requested throughout the year. To order copies for your facility, contact Hillary Burridge at 416 928-0900, ext. 6367; toll free in Ontario 1 800 387-5526, or e-mail [hburridge@cnomail.org](mailto:hburridge@cnomail.org)

## Abuse program updated

The College has updated and re-released the *One is One Too Many* abuse prevention program. The revised program includes a new round-table discussion on abuse issues and a new scenario on financial abuse. There is also more information on how to report abuse.

While there is some new information in the updated program, the previous version is still relevant and useful. Facilities that already have a copy of the program do not need to replace it.

To order the program or learn more, visit [www.cno.org](http://www.cno.org).

## Suspension date

The 2006 suspension date for College members who have not paid their annual membership renewal fees is Tuesday, May 30. Individuals whose names appear on this list are no longer eligible to practise nursing in Ontario. Visit the Registration section of the College's website to access the suspension list.

## Illegal practitioner alert



It has come to the College's attention that the individual pictured here, Brigitte Cléroux, attempted to secure employment as a Registered Nurse in the Ottawa area in January and February, 2006.

She has obtained a copy of the Annual Renewal Card, commonly called a Certificate

of Registration, of another member of the College, and has been using it fraudulently. She may be using several different names and may attempt to change her appearance.

Please be advised that Cléroux is not a member of the College of Nurses of Ontario and is therefore not entitled to practice nursing or hold herself out as a person who is qualified to practise in Ontario as a "nurse," "Registered Nurse," "Registered Practical Nurse," or in a speciality of nursing.

One of the easiest ways for employers to stop illegal practitioners is to check a potential employee's membership status with the College. A quick check on our public register will confirm whether the job applicant is a member in good standing with the College.

Should you have any questions or any information regarding Brigitte Cléroux, please contact the College's Investigations and Hearings Department at 416-928-0900 ext 6988 or e-mail [investigations-intake@cnomail.org](mailto:investigations-intake@cnomail.org).

## Membership renewal enhancements

In November 2005, the College launched a new computer system that will enhance the management of College information and benefit members during the next renewal season.

While an unexpected problem with the system caused a delay in issuing members' Annual Payment Cards (APCs) this past renewal season, the College was able to rectify the situation quickly. The majority of members affected by the delay received their APCs by mid-January, and the backlog had been completely remedied by the first week of February. Online QP subscribers were kept informed of how the situation was developing through regular e-updates from the College.

Despite some initial challenges that arose during the migration to the new system, the College is very enthusiastic about its capabilities. Most exciting for members is that the system positions the College to launch online renewal and other e-services for members (such as the ability to change their addresses electronically) later this year.

More information on the College's new online services will appear in future issues of *Quality Practice*.

## We Can Help

### Answering your call

Our Customer Service Centre and Practice Consultants answer calls from 0830 until 1700 hrs from Monday to Friday. Call 416 928-0900 (toll-free in Ontario at 1 800 387-5526). Using the automated system, choose your language of preference, and then select option "0" for Customer Service or ext. 2 to speak with a Practice Consultant.

## Ask CNO: Accepting invitations

**Q** I work as a manager at an outpatient clinic at an acute care facility. We recently hired an RN(EC) to work in the clinic, and she has been receiving lunch invitations from some of the pharmaceutical representatives with whom we regularly deal. She asked me about our facility's policy on such invitations, but we don't have one. How should I be advising her?

**A** Since there is no policy in place, you can advise your colleague that accepting a lunch invitation in this situation is much like accepting a gift from a client. She should evaluate the context in which the gift is offered, the appropriateness of the gift and the representative's intent in offering it. For instance, is the invitation to meet briefly in the facility's cafeteria, or is it to enjoy a leisurely meal at an expensive restaurant? Does the representative want to develop a personal or professional relationship, or to influence your facility to buy a product?

Pharmaceutical representatives can be a source of reliable information; however, as the manager, you need to determine if such invitations could unduly influence your staff's judgment in choosing medications for clients.

It is also important to be aware

of the risk of conflict of interest. Conflict of interest occurs when a nurse's personal interests improperly influence her/his professional judgment or conflict with her/his duty to act in the best interests of clients. It exists if a nurse prescribes one product over another because she/he has accepted a gift from a company's representative, especially if invitations and/or gifts are expected to continue.

Some offers from pharmaceutical representatives may be unacceptable under the *Code of Marketing Practices* for Canada's Research-Based Pharmaceutical Companies, which can be found at [www.canadapharma.org](http://www.canadapharma.org).

As the manager, it is your responsibility to promote policies that support nursing practice. Having a clear policy in place about nurses accepting gifts and invitations will assist staff in making decisions around such situations. Consider some of the information contained in this answer should you choose to develop policies around this issue.

For further information on accepting gifts and conflict of interest, refer to the College's *Therapeutic Nurse-Client Relationship* practice standard and *Independent Practice* guideline.

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*Quality Practice* is a free publication from the College of Nurses of Ontario. Its mandate is to educate and support Ontario employers of nurses. The newsletter is mailed to all nurse employers. To get your free e-mail subscription, send an e-mail to [listserv@listserv.cnomail.org](mailto:listserv@listserv.cnomail.org) with the words "subscribe QP (and your first and last name)" in the body of the e-mail. You can also sign up by visiting CNO's Web site at [www.cno.org](http://www.cno.org). Pour obtenir un abonnement électronique en français, veuillez envoyer un message électronique à [jsy@cnomail.org](mailto:jsy@cnomail.org) avec *subscribe qp francais* (ainsi que vos nom et prénom) dans le texte du message.

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Publication Mail Agreement 40062643

ISSN 1496-7588