

# Professional Conduct Remediation programs

## What is a remediation program?

After reviewing the outcomes of an investigation resulting from a report or complaint about your practice, a panel of the Inquiries, Complaints and Reports Committee (ICRC) may require you to complete a remediation program. A remediation program will help you reflect on the issues investigated to ensure that, going forward, you practise according to the standards.

As part of a remediation program, you may have to:

- review practice standards and guidelines
- complete online learning modules, reflective questionnaires and decision tools
- meet with an approved regulatory expert to discuss the incidents investigated, applicable practice standards and insights and learnings you gained from practice reflection
- complete one or more continuing education courses.

After the ICRC notifies you about its decision, the Monitoring Team will follow up with instructions and a deadline for completing your remediation program. We will also update your record on Find a Nurse, the College's public register, to reflect the decision. You can access Find a Nurse from our website ([www.cno.org](http://www.cno.org)).

## Your responsibilities

You are responsible for all scheduling and costs associated with completing your remediation program.

You must request (in writing) the College's approval of any regulatory experts, courses or deadline extensions you need to complete your program. Requests must include the following information:

For approval of a regulatory expert:

- expert's contact information
- expert's curriculum vitae/resumé
- plans for the meeting(s)

For course approval:

- course outline
- attendance dates

For extension approval:

- reasons for extension
- length of extension
- relevant supporting documentation

Send your requests to the Director of Professional Conduct c/o the Monitoring Team. We will reply to confirm whether your request was approved or not.

After you complete your remediation program, we will provide a written confirmation of completion.

## Failure to complete a remediation program

It may be considered professional misconduct if you fail to complete your remediation program. The Monitoring Team may notify the Executive Director if you do not comply with the terms of your program. If the Executive Director has reasonable and probable grounds to believe that you committed professional misconduct, she may appoint an investigator. The investigation may result in allegations of professional misconduct being referred to the Discipline Committee.

## For more information

Contact the Monitoring Team at:

Tel.: 416-928-0900 ext. 7683

Toll-free in Canada: 1-800-387-5526 ext. 7683

Fax: 416-928-1914

Email: [monitoring@cnoemail.org](mailto:monitoring@cnoemail.org)

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

Mail: College of Nurses of Ontario, 101 Davenport Rd., Toronto, Ontario, M5R 3P1