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Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

Organization: College of Nurses of Ontario (CNO)
Name of the regulated profession: Nursing ([Registered Nurses [RNs]; Registered Practical Nurses [RPNs]; Nurse Practitioners [NPs])
Contact name: Silvie Crawford, RN, BHSn, LLM (Health Law)
Executive Director and CEO
Contact email: ed@cnomail.org

Q2

Section 1 - During the reporting period (January 1st– December 31st, 2021), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below. Registration requirements either through regulation, by-law or policy.

No,
Description of change/improvement that would impact fair registration outcomes:
No changes were made to registration requirements. In 2021, CNO put internal policy or process changes in place that positively impacted fair registration outcomes. We describe these changes as relevant in our responses below.

Q3

New or consolidated class of certificates or licenses

No,
Description of change/improvement that would impact fair registration outcomes:
No change was made.

Q4

Assessment of qualifications

Yes,

Description of change/improvement that would impact fair registration outcomes:

In 2021, CNO started a comprehensive review of the applicant process. This review aims to make our assessment practices more efficient, update our policies about registration requirements, and reduce the time it takes qualified applicants to become eligible to register in Ontario. Modernizing applicant assessment will ensure that the assessment processes are informed, fair, inclusive, and effective. This will improve applicants' experience and respond to workforce needs in Ontario's health care sector by improving access to safe nursing care. You can find more information about modernizing applicant assessment at <https://www.cno.org/en/trending-topics/modernizing-applicant-assessment/>. The global COVID-19 pandemic continues to impact many RN's and RPNs' registration journey, including the ability to meet all registration requirements in a timely manner. CNO is committed to modernizing applicant assessment, and considering the context of COVID-19, in 2021 we introduced the following alternative ways of assessing requirements for nursing education, evidence of practice and language proficiency.

Nursing Education i) Updated Criteria for Additional Education Effective January 2021, CNO updated the criteria for additional education, which addresses any gaps identified in an applicant's knowledge, skill, and judgment. These criteria now ensure the language used aligns with developments in the education sector, specifically the delivery of baccalaureate equivalent education through universities and colleges and other nursing schools. ii) Approval of NCLEX-RN Pass to Meet the Nursing Education Requirement At its March 2021 meeting, CNO's Council approved an alternate option for demonstrating equivalent nursing knowledge, skill, and judgement. Applicants who have completed a nursing program in another jurisdiction and passed the National Council Licensure Examination-Registered Nurse (NCLEX-RN) on or after January 1, 2015 now meet the nursing education requirement (i.e., Passing the NCLEX-RN is one way applicants show their competence as it relates to gaps in their education.) In June 2021, Council amended its decision to accept the exam from April 1, 2013 onward. You can find more information in the June 2021 CNO Council meeting materials (Agenda Item 3.3). iii) Touchstone Virtual Offering Touchstone now offers in-person and virtual delivery of the Multiple Choice Questionnaire and Objective Structured Clinical Examination (OSCE) evaluations components, which broadened the options for applicants to meet their nursing education requirement. You can find more information at

<https://touchstoneinstitute.ca/assessment/iencap/>.

Evidence of Practice i) Successful Touchstone Completion to Meet Evidence of Practice Requirement The pandemic affected many applicants' registration journeys, keeping them from being able to meet the evidence of practice (EOP) requirement in a timely manner (e.g., experiencing delays in completing practicums). As a result, we considered alternative ways of assessing EOP. In March 2021, CNO's Registration Committee (RC) approved successful completion of both the Multiple-Choice Questionnaire and the OSCE components of the Touchstone Institute evaluation is an acceptable means of demonstrating the required level and currency of nursing knowledge, skill and judgement to meet the EOP requirement. This action ensures we can continue to protect the public by registering safe, competent nurses, along with ensuring fairness to applicants. You can find more information about evidence of practice at <https://www.cno.org/en/become-a-nurse/registration-requirements/evidence-of-practice/>. ii) Additional Education and Clinical Practicum Hours to Update Evidence of Practice In March 2021, CNO's RC approved an alternative option for meeting the EOP requirement for RNs and RPNs whose practice has expired. Generally, applicants whose practice has expired must complete a nursing refresher program that provides content to address specified knowledge areas, and a minimum of 400 clinical practicum hours. Some applicants complete other types of nursing programs, such as specialty nursing programs, Masters or Ph.D. in nursing, or bridging programs, either for professional development or to meet the nursing education requirement. Now, where there are both a theory component, and a practicum component of less than 400 clinical practicum hours, these applicants have acquired and demonstrated the current application of their nursing knowledge, skill and judgement as an RN or RPN. Within their authority, the RC and the Executive Director (ED) have determined that applicants, who have completed such additional education, also meet the EOP requirement. This approach broadens the education options for meeting the EOP requirement. Although this was initially done in response to the challenges applicants faced in meeting the EOP requirement during the pandemic, CNO has continued with this option as part of our modernization of applicant assessment work. iii) Development of the Supervised Practice Experience Partnership Program In 2021, RC approved two alternative practice experience pilots through which an RN or RPN applicant proved they have the necessary current nursing knowledge, skill and judgement to meet the EOP requirement. CNO piloted this approach in the summer and fall of 2021 in partnership with two external

stakeholders. The pilots enabled select applicants to obtain EOP, and in some instances the language proficiency (LP) requirement, while completing a supervised practice experience under a nurse's guidance and supervision in an Ontario practice setting. In the context of the ongoing pandemic and urgent requests from government and system partners to make this option available more broadly as a strategy to add nursing resources to Ontario's healthcare system, CNO built on the two pilots' success and collaborated with government and Ontario Health to develop a robust framework for the Supervised Practice Experience Partnership (SPEP) program. In December 2021, RC approved the SPEP framework for ongoing use as a practice experience that proves an RN or RPN applicant has the required current nursing knowledge, skill and judgement to meet the EOP requirement, and the required language skills to meet the LP requirement. You can find more information about SPEP at <https://www.cno.org/en/become-a-nurse/registration-requirements/evidence-of-practice/supervised-practice-experience/>.

Language Proficiency

i) One-Year Extension to Language Proficiency Requirement Expiry Dates

The ongoing pandemic resulted in delays in receiving documents, which affected applicants' journey to registration, including contributing to the expiry of many applicants' LP requirement. To lessen the impact on applicants, CNO extended the LP expiry date by one year for specified applicants, as approved by the RC in March 2021. Specified applicants included those whose language proficiency expired on or after March 1, 2020 or was to expire by December 31, 2021. These applicants either previously met the requirement or continued to meet it when the extension was applied. This ensured applicants demonstrated the required level of reading, writing, listening and speaking needed for safe nursing practice, while also ensuring fairness to applicants impacted by the COVID-19 pandemic whose LP requirement expired through no fault of their own. This extension gave applicants more flexibility to meet their remaining requirements and become eligible for registration before the new LP requirement expiry date. In 2022, we incorporated the extension as a part of CNO's LP policy going forward.

ii) Delegation of Decision-Making Authority for Language Proficiency to CNO Staff

As part of CNO's modernization of applicant assessment work, in 2021 the Executive Director approved a new LP policy under which CNO staff have broader decision-making authority to decide if applicants meet the LP requirement in accordance with the policy. This policy places decision-making with staff who have this expertise and eliminates the need to prepare memos for review by the Executive Director or RC. This change resulted in more efficient and timely decision-making on the LP requirement.

iii) CELBAN

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Virtual Offering Touchstone Institute moved to virtual delivery of language proficiency tests, such as the CELBAN, which broadened options for applicants to meet the language proficiency requirement.

Q5

Timelines for registration, decisions and/or responses

No,

Description of change/improvement that would impact fair registration outcomes:

No change was made to set timelines for registration, decisions or responses. Some internal initiatives were aimed at improving applicant timelines. For example, see question #4: delegation of decision-making authority for LP to CNO staff; and question #8: increasing Registration Committee capacity, and using a consent-based agenda approach.

Q6

Registration and assessment fees

No,

Description of change/improvement that would impact fair registration outcomes:

No change was made.

Q7

Resources for applicants

Yes,

Description of change/improvement that would impact fair registration outcomes:

CNO updated information for applicants in the following areas: 1. REx-PN – We prepared detailed information for applicants in preparation for the new exam for practical nurses (REx-PN), introduced January 2022. This included: > Updating the REx-PN resource web page <https://www.cno.org/en/trending-topics/updating-rpn-competencies-and-exam/> and FAQs <https://www.cno.org/en/become-a-nurse/entry-to-practice-examinations/rpn-exam/faq-rexpn/> > Delivering a REx-PN Webinar for PN Students and Applicants <https://www.cno.org/en/trending-topics/updating-rpn-competencies-and-exam/rex-pn-webinar/> which included the opportunity for applicants to ask questions > Providing fact sheets to educators for distribution to students (“General Information”; “Preparing for the REx-PN”; “Writing the REx-PN”) <https://www.cno.org/en/become-a-nurse/entry-to-practice-examinations/rpn-exam/preparing-for-rexpn/> > Sending automated messages to applicants, for example, information about the last day to write the CPNRE, when REx-PN registration opens, how bridging between the two will work in terms of registration process > REx-PN Newsletter for Educators, targeted to educators but publicly available and accessible by applicants <https://www.cno.org/en/trending-topics/updating-rpn-competencies-and-exam/> > Updating content for the applicant portal, for example, “You are eligible to write the RPN registration examination” messages We promoted these resources and posted reminders and information about the REx-PN implementation, on CNO’s social media accounts. 2. NCLEX-RN for IENs – Updated relevant CNO web pages with information for IENs about passing NCLEX-RN as a new way to assess nursing knowledge, skill and judgment. Here are examples: > <https://www.cno.org/en/news/2021/march-2021/passing-the-nclex-rn-a-new-way-to-assess-iens-nursing-knowledge-skill-and-judgment/> > Updated NCLEX-RN FAQs <https://www.cno.org/en/become-a-nurse/registration-requirements/education/faqs-nclex-rn-as-educational-requirement-for-iens/> > Date change for passing NCLEX-RN exam as an education requirement for IENs <https://www.cno.org/en/news/2021/june-2021/new-nclex-rn-pass-date-assessment-ien-applicants/> 3. Updated Information on CNO’s Website regarding Registration Requirements – We updated our website content to reflect changes in registration requirements. For instance: > Added successful completion of Touchstone to meet EOP <https://www.cno.org/en/become-a-nurse/registration->

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requirements/evidence-of-practice/evidence-of-practice-rns-and-rpns/ > Updated information to include CELBAN virtual tests as evidence to meet the LP requirement
<https://www.cno.org/en/become-a-nurse/registration-requirements/language-proficiency/accepted-language-proficiency-tests/> > Updated information about authorization to work <https://www.cno.org/en/become-a-nurse/registration-requirements/citizenship/>

Q8

Changes to internal review or appeal process

Yes,

Description of change/improvement that would impact fair registration outcomes:

In 2021, CNO put the following changes in place to streamline certain processes and ensure timely registration of applicants: i) Increasing Registration Committee Capacity CNO continued to have virtual RC meetings. Starting in May 2021, RC met each month as multiple panels to focus on specific issues. In September 2021, CNO began having RC meet as two separate panels to increase their capacity to review more applications monthly. By continuing to focus the Committee's time and effort on the review of final-stage applications, CNO continued to supply needed nursing resources to the people of Ontario in a timely manner. ii) Authorization to Practise Nursing in Ontario In December 2020, RC delegated authority to CNO staff to determine that an applicant without appropriate proof of immigration authorization to practise nursing in Ontario, can be issued a certificate of registration subject to Terms, Conditions and Limitations that they are not authorized to practise in Ontario until they provide the required documentation. This change became effective in January 2021. Prior to this change, applicants without proper proof of authorization to practise nursing in Ontario were referred to RC for review; this added up to three months to the timing of applicants' journey to registration. iii) Adoption of Consent-Based Approach for Review of Language Proficiency Referrals In September 2021, RC adopted a consent-based approach for reviewing LP referrals. Using this approach to improve the committee's productivity was recommended by Signal Regulatory Solutions as part of the Entry to Practice Process Review Initiative in August 2019. The bulk of time at RC meetings in 2020 was spent approving that applicants met the LP requirement. Over 98% of LP referrals in 2020 were determined by the Committee to have met the LP requirement. Given growing volumes and needing to provide "fair access" to applicants, restructuring RC's agenda to focus meeting time on LP matters needing discussion, instead of reviewing matters where there was agreement that the applicant met the requirement, enabled committee members to use their time together more effectively. Prior to the meeting, each RC panel member, without discussion with other members, signals their decision: > the requirement was "MET"; or > further discussion was required. Before the meeting, a list is prepared of all matters agreed by all panel members as "MET" - this was referred to as the Consent Agenda. At the meeting, the panel members deal with the consent agenda in one motion and discuss only those LP referrals where there was not initial consensus on whether or not the applicant met the language

proficiency requirement. Applicants' right to procedural fairness was not compromised. The RC members do not discuss or share their initial view of the materials with each other prior to meetings, upholding the applicant's right to a decision made by an impartial and independent decision-maker.

Q9

Access by applicants to their records

No,

Description of change/improvement that would impact fair registration outcomes:

No change was made.

Q10

Mutual recognition agreements

No,

Description of change/improvement that would impact fair registration outcomes:

No change was made. As per previous changes to the Health Professions Procedural Code and regulation 275/94 under the Nursing Act, 1991, resulting from the Ontario Labour Mobility Act, 2009 (OLMA), CNO's previously established mutual recognition agreement with other regulatory bodies in Canada became invalid. The OLMA supports full labour mobility for Canadian nurses who wish to practice in Ontario, if they can show they are registered in their home jurisdiction and have recently practiced as a Registered Nurse, Licensed Practical Nurse or Nurse Practitioner.

Q11

Training and resources for staff regarding registration

Yes,

Description of change/improvement that would impact fair registration outcomes:

With any changes in policies and procedures about assessment, as noted in question #4's answer, relevant staff receive training to support carrying out the consistent application of those policies and procedures across the team. Embracing adult learning approaches, CNO developed online learning modules as part of committee orientation, involving both auditory and visual components. Particularly, the RC orientation developed new online learning modules for review at their own pace and a virtual orientation. All CNO staff did receive training related to diversity, equity, and inclusion (DEI), which expanded our understanding of DEI-related issues, including those that affected registration. This advanced CNO's objective of providing accessible and inclusive services, including registration services. Council attended a session in June 2021, and there were sessions in November 2021 attended by Council and appointed statutory committee members related to DEI for committees.

Q12

Relationship with third party service provider(s)

Yes,

Description of change/improvement that would impact fair registration outcomes:

As per question #4, we worked with Touchstone to improve processes for applicants. The ability to deliver virtual tests enabled Touchstone to reopen and begin to offer assessment dates again while maintaining health and safety of all participants during the pandemic. In the long term, they have continued to offer both the Multiple-Choice Questionnaire and the OSCE components in both formats - in person or virtual, which has expanded the option for some applicants to complete the assessment if not present in Ontario or able to attend in person.

Q13

Accreditation of educational programs

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

While we do not accredit education programs, CNO's Council has legislative authority to approve programs. In accordance with Council's Program Approval Policy, Council considers all entry level nursing programs, including practical nurse diploma (PN), baccalaureate nursing (BScN or BN) and nurse practitioner (NP), using the Program Approval Framework. Programs must be approved by Council for their graduates to be eligible for registration with CNO. CNO continued approving programs in 2021, which started after the regulation requiring that a university issue the degree was amended (Please see our answer to question #4 re, Nursing Education). Now, Colleges of Applied Arts and Technology (CAATs) are permitted to offer baccalaureate programs independently, rather than requiring collaboration with a university.

Q14

Technological or digital improvements

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

In 2021, CNO continued investing in systems and cloud infrastructure to strengthen our cyber-security posture and to enhance operational and organizational effectiveness. The activities included moving all application and data servers housed at 101 Davenport to a more secure and resilient offsite data centre and upgrading CNO's main information system software, which enabled ongoing vendor support.

Q15

Anti-racism and inclusion-based policies and practices

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

A guiding principle of CNO's Modernization of Applicant Assessment project is to apply a DEI lens in our comprehensive review of policies, processes and practices. In 2021, CNO also took the following steps to incorporate DEI principles into all aspects of CNO's day-to-day operations: 1. CNO staff attended a two-part DEI workshop in 2021, which has expanded our understanding of DEI issues and raised our awareness of its effects on our applicants and registration processes. 2. Members of Council and statutory Committees, including the Registration Committee, have received DEI related training to inform their assessment of registration policies, processes, and matters. 3. CNO hired a new DEI Program Coordinator, a resource we can consult as needed, as we move forward with our modernization work. CNO remains committed to ensuring all aspects of the applicant journey integrate the principles of diversity, equity, and inclusion.

Q16

Organizational structure

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

Organizational structure changes were carried out in July 2021. This included a dedicated project team to support the work to modernize applicant assessments.

Q17

Contingency or continuity of operations plans

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

CNO collaborated with stakeholders, including assessment, testing and exam providers, to explore opportunities for alternative assessments, exams, or tests delivery. For example, the Touchstone evaluation and CELBAN developed virtual options for assessment and testing, as described in question #4. CNO also carried out a plan to shift resources and redeploy staff internally, to support our entry to practice functions and ensure continuity of operations, as needed.

Q18

Documentation requirements for registration

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

While there were changes to assessments of some registration requirements, as described in question #4, this did not require additional documentation for applicants to submit to CNO. For the education and evidence of practice requirement, in the fall of 2021, we no longer required job descriptions to be submitted by applicants for the assessment of education or EOP for RNs and RPNs as a prerequisite. We would only request additional information if it was unclear from the Verification of Employment/Practice form what were the applicant's specific roles and responsibilities, or whether they were nursing related. This has streamlined the process and shortened timelines for applicants as they no longer need to request the job description from an employer after completing the National Nursing Assessment Service (NNAS) process and applying to CNO. Applicant correspondence was updated to reflect the need to provide job descriptions only when specifically required by CNO.

Q19

English / French language proficiency testing

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

No change was made.

Q20

Section 2 – If applicable, please list your organization’s top three accomplishments during the reporting period that relate to fair registration practices.

1

Pivoted and Found New Opportunities to Provide Services for Applicants Amid the Pandemic: In year two of the pandemic, COVID-19 continued to put pressure on the health care system in Ontario. We responded with agility. As the pandemic evolved, so did we. CNO continued adapting to change and improving our systems, while upholding our purpose. In 2021, we found ways to continue forward with services for applicants, despite the pandemic’s challenges. As described above, we made changes around certain internal policies and processes to respond to challenges applicants faced, through no fault of their own, in meeting registration requirements (For example, we approved successful completion of Touchstone to meet the EOP requirement and extended LP expiry dates.). The changes carried out balanced fairness to applicants with upholding CNO’s public service mandate. We also showed our agility by shifting resources and work priorities as needed to meet increased demands. For instance, staff were redeployed internally when needed to address registration volumes.

2

Granted Record Number of New Registrations to Internationally Trained Applicants: CNO is resolutely committed to public protection and strives to register as many qualified nurses as possible in Ontario. We continue to collaborate with system partners and work with government to identify new opportunities and solutions for the growing system demand. Despite pandemic challenges, in 2021 CNO achieved significant registration levels: > We issued our second-highest number of new registrations over the past decade. These 12,449 new registrations represented a 19% increase over 2020, and a 15% increase over 2019. > CNO issued new registrations to more internationally educated nurses (IENs) than ever before. In 2021, we issued registrations to 3,235 IENs. That represents a 46% increase over 2020, and the fifth consecutive year of increasing numbers. These nurses help to support staffing capacity in Ontario's health care system. A strategy to enable increased registrations was the innovative SPEP program. We collaborated with employers to pilot supervised practice experiences, as described above in response to question #4. These pilots formed the building blocks for SPEP, which was approved by RC at the end of 2021 and launched in January 2022. As a result of innovative work undertaken in 2021, SPEP now shows compelling results. As of November 2022, CNO registered more than 1,000 nurses who completed their final requirements through SPEP, adding more nurses to Ontario's health care system.

3

Evaluation of the Emergency Assignment Class: For the first time in CNO history, the Emergency Assignment Class (EAC) was enacted in 2020. In 2021, we completed a comprehensive evaluation of what we learned. Evaluation data sources included looking at survey results to explore nurses' experience of the application process and being registered in the EAC; EAC-related practice support inquiries to understand key themes; and results from in-depth interviews with CNO staff directly involved with enacting and implementing the EAC. The findings indicated more resources were needed for stakeholders to support implementation of this new class of registration in the health care system. If EAC is re-enacted in the future, the evaluation will inform our approach.

Q21

Section 3 – If applicable, please list the top three risks that impacted your organization’s ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

1

Continued Impacts of the Pandemic: A significant challenge in 2021 was the continuing global pandemic, in particular its effects on stakeholders and third-party service providers. Applicants’ journeys were affected in several ways, for example, cancelled exams, delays in obtaining necessary documents, etc. Stakeholder resources also were stretched very thin from dealing with the pandemic. Knowing this, CNO’s opportunities for meaningful stakeholder engagement to advance our strategic objectives were limited. CNO had to be selective and discerning when engaging stakeholders, for example, receiving feedback after starting the Emergency Assignment Class.

2

Challenges for IENs to Meet the Education Requirement: Many changes arose in response to COVID-compounded challenges for applicants. For IENs, meeting the education requirement can be a lengthy process. Timely access to and availability of required courses has been a significant barrier. To address this, we actively explored options and worked with stakeholders to identify innovative solutions for education that were fair, inclusive, efficient and in the public interest. For example, in 2021 CNO’s Council approved April 1, 2013, as the cut-off date for having passed the NCLEX-RN as part of the evaluation that is used to ensure internationally educated registered nurse applicants meet the education requirement. CNO continues to collaborate with government and academia on academic system changes to make education options more available to IEN applicants so they can meet registration requirements for safe nursing practice. This includes education to ensure IENs understand legal issues, ethical issues and professional accountabilities associated with practice in Ontario’s health system.

Outdated Regulatory Framework for Registration: An additional risk to timely registration was the outdated regulatory framework for registering nurses. CNO’s registration requirements are in O. Reg. 275/94 of the Nursing Act, 1991, most of which were developed based on evidence from more than 10 years ago. As noted in our response in question #4, CNO began reviewing its processes and made changes, as possible under current legislation, to streamline registration processes. CNO actively engaged in policy work to explore which registration regulations need amending to align with current evidence and best practice. These include potential updates to requirements for showing recent practice, streamlining requirements for retired and non-practicing nurses to return to practice and changing the RHPA to give regulators flexibility to respond to system needs in real time. This would allow more flexibility and opportunity to expand the ways applicants can prove they meet the requirements for safe nursing practice. This modernization of applicant assessment will streamline registration processes for all applicants, including IENs. This policy review ensures CNO continues to register applicants who are qualified to provide safe patient care as efficiently as possible, under the current legislative framework.

Q22

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

No,
Other (please specify):
CNO does not require Canadian experience.

Q23

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator’s membership, application volumes, licensure/certification results, and appeals year over year. Languages Indicate the languages in which you make available application materials and information about the application process.

English ,
French

Q24

Membership Data Demographics Data As of December 31, 2021, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	17339
Total Female	175016
Total Non-binary	0
Gender not provided	46
Overall Total	192401

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Q25

No

In relation to your members: Do you collect race-based data?

Q26

Yes,

Do you collect other identity-based or demographics data?

Other (please specify):

We collect date of birth and information about registrants' education (level of education and location of education). During renewal, we ask registrants to report the languages in which they can competently provide nursing care. We also request the name of the registrant's current employer(s).

Q27

Yes,

Do you plan to collect race-based data in the future?

If yes, please indicate the type::

We will be conducting a voluntary anonymous census of registrants in 2023 to understanding the composition of the nursing workforce in Ontario. The scope of DEI data that we will be collecting is yet to be determined.

Q28

Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Full/Independent Practice	177082
Provisional/Limited License/Certificate	175
Emergency License/Certificate	0
All other classes	15144
Overall Total	192401

Q29

Jurisdiction where members were initially trainedAs of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	158307
Other Canadian Provinces and Territories	8907
USA	1463
Other Countries	23724
Multiple and/or Unspecified Jurisdiction	0
Total	192401

Q30

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	PHILIPPINES 8,193
2	INDIA 7,465
3	USA 1,463
4	UNITED KINGDOM 1,022
5	IRAN 623
6	CHINA 540
7	POLAND 463
8	JAMAICA 400
9	RUSSIAN FEDERATION 395
10	HONG KONG 387
11	NIGERIA 318
12	ISRAEL 316

Q31

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	2210
Total Female	15221
Total Non-binary	0
Gender not provided	33
Overall Total	17464

Q32

In relation to the applications, you received: Do you collect race-based data?

No

Q33

Do you collect other identity-based or demographics data?

Yes,
 If yes, please indicate the type: :
 We collect age/date of birth and information about applicants' education (level of education and location of education) During renewal, we ask registrants to report the languages in which they can competently provide nursing care.

Q34

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2021:

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Q35

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2021 for the following categories as applicable.

Number of Applicants	9241
Number of Applicants Licensed/Certified	7433
Average Time to Process Application in Weeks from First Point of Applicant Contact	17
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q36

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2021 for each of the following categories as applicable.

Number of applicants	464
Number of applicants fully licensed/certified	171
Average Time to Process Application in Weeks from First Point of Applicant Contact	16
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q37

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	517
Number of applicants fully licensed/certified	429
Average Time to Process Application in Weeks from First Point of Applicant Contact	14
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

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Q38

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	7110
Number of applicants fully licensed/certified	2394
Average Time to Process Application in Weeks from First Point of Applicant Contact	83
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q39

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	132
Number of applicants fully licensed/certified	85
Average Time to Process Application in Weeks from First Point of Applicant Contact	34
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q40

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	9705
Number of applicants fully licensed/certified	7604
Average Time to Process Application in Weeks from First Point of Applicant Contact	17
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

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Q41

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	1034
Number of applicants fully licensed/certified	655
Average Time to Process Application in Weeks from First Point of Applicant Contact	10
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q42

Please provide any additional comments you may have for questions 33-41.

Q35, Q36 & Q38 & Q39 do not include the certificate-to-certificate (labour mobility) applications reported in Q37.

Q40 contains all applications reported in Q35 & Q36.

The "Number of applicants" field contains a count of registration or reinstatement applications to the General and Extended Classes received in the reporting year. Applicants who submit multiple applications (e.g. apply to both RN General and RPN General) will be counted more than once. This is consistent with how CNO reported in previous years.

The total number of applicants who submitted an application in the year who did not already have an open application at the time and were not already registered in the General or Extended Class at the time is 13,239.

The "Number of applicants fully licensed/certified" field contains a count of registration or reinstatement applications where the registration was granted in the reporting year. It only includes applicants who did not already hold General or Extended Class registration as the time. For example, someone who became registered in the RN General Class who, at the time, was already registered in the RPN General Class would not be counted. In previous years, we counted all registrations granted - meaning some applicants were counted more than once if they obtained registration in more than one category or class.

The "Average Time to Process Application in Weeks form First Point of Applicant Contact" measures the median time in weeks from when an applicant submits their application to the time registration is granted for those applicants counted in the "Number of applicants fully licensed/certified" field.

The "Average Time to Process Application in Weeks from Receipt of all Required Documents" is not available. Under the amendments to the RHPA, CNO will be developing a process to meet the reporting requirement. At this stage, we cannot provide an estimate.

Q43

Jurisdiction where applicants obtained their initial education Please indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1	INDIA 4,825
2	PHILIPPINES 1,754
3	USA 135
4	NEPAL 124
5	NIGERIA 77
6	GHANA 34
7	IRAN 33
8	KOREA, REPUBLIC OF 30
9	UNITED KINGDOM 30
10	PAKISTAN 27
11	KENYA 19
12	JAMAICA 18

Q44

Processing Time As of December 31, 2021, how many full licenses/certificates did your organization issue?

12,449

Q45

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.

0 – less than 3 months	3347
3 months – less than 6 months	4077
6 months – less than 12 months	1997
12 months – less than 18 months	756
18 months – less than 24 months	507
24 months and greater	1765

Q46

Age of Active Applications As of December 31, 2021 what were the total number of active applications in your case inventory?

25,221

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Q47		0 – less than 3 months	3116
Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.		3 months – less than 6 months	2887
		6 months – less than 12 months	4466
		12 months – less than 18 months	2736
		18 months – less than 24 months	3087
		24 months and greater	8929
		TOTAL	25221

Q48		Ontario	2385
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2021).Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.		Other Canadian Provinces and Territories	46
		Certificate to Certificate (Labour Mobility)	0
		USA	2
		Other International	32
		Multiple and/or Unspecified Jurisdictions	0
		TOTAL	2465

Q49		Ontario	389
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.		Other Canadian Provinces and Territories	52
		Certificate to Certificate (Labour Mobility)	0
		USA	23
		Other International	27
		Multiple and/or Unspecified Jurisdictions	1
		TOTAL	492

Q50		Ontario	2552
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.		Other Canadian Provinces and Territories	19
		Certificate to Certificate (Labour Mobility)	0
		USA	8
		Other International	24
		Multiple and/or Unspecified Jurisdictions	0
		TOTAL	2603

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Q51		56
<p>Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.</p>	Ontario	56
	Other Canadian Provinces	1
	USA	5
	OtherCountries	2654
	Multiple and/or Unspecified Countries	0
	TOTAL	2716

Q52		1
<p>State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.</p>	Ontario	1
	Other Canadian Provinces	0
	USA	0
	OtherCountries	1
	Multiple and/or Unspecified Countries	0
	TOTAL	2

Q53		0
<p>State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.</p>	Ontario	0
	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified Countries	0
	TOTAL	0

Q54		0
<p>State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.</p>	Ontario	0
	Other Canadian Provinces	0
	USA	0
	OtherCountries	0
	Multiple and/or Unspecified Countries	0
	TOTAL	0

Q55	
<p>List the top three reason for appeals (by percentage) of a registration decision</p>	
1	Evidence of Practice (50%)
2	Exam appeal (50%)
3	N/A

Q56

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

1	Closed due to inactivity 80.6%
2	Withdrawn 18.6%
3	Failed registration exam 0.8%
4	N/A
5	N/A

Q57

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

1	Closed due to inactivity 96.1%
2	Withdrawn 3.1%
3	Failed registration exam 0.8%
4	N/A
5	N/A

Q58

Please provide any additional comments you may have:

We have added some additional contextual information/details related to the quantitative data which was unable to be input at the question level:

24. This is a count of all registrants who held current registration in the General, Extended, Non-Practising, Temporary, Emergency & Special Assignment Class on December 31 of the reporting year. Each registrant is counted only once. In previous years (prior to 2021 report) we counted registrations instead of registrants.

28. This is a count of all registrants who held current registration in the General, Extended, Non-Practising, Temporary, Emergency & Special Assignment Class on December 31 of the reporting year. Each registrant is counted only once. In previous years (prior to this report) we counted registrations instead of registrants.

Registrants who held more than one registration at year-end are categorised according to the highest class of registration they hold. For example, a registrant with General/Extended registration is categorised as Full/Independent Practice.

A registrant who is dual RPN General, RN Temporary is also categorised as Full/Independent Practice.

A registrant who only has a Temporary Class registration or a Special Assignment Registration is categorised under Provisional/Limited License/Certificate.

Registrants in the Non-Practising Class are categorised as "All Other Classes".

29. This is a count of all registrants who held current registration in the General, Extended, Non-Practising, Temporary, Emergency & Special Assignment Class on December 31 of the reporting year. Each registrant is counted only once. In previous years (prior to 2021 report) we counted registrations instead of registrants.

Location of training is based on the location of the earliest education on file for the registrant

30. This is based on internationally educated registrants who held current registration in the General, Extended, Non-Practising, Temporary, Emergency & Special Assignment Class on December 31 of the reporting year. Each registrant is counted only once. In previous years (prior to 2021 report) we counted registrations instead of registrants.

Location of training is based on the location of the earliest education on file for the registrant.

31. This counts all applications (not applicants) to the General and Extended Classes received in the calendar year. This is consistent with how we reported in previous years. However, in previous years we also included applications to the Temporary and Emergency Classes

34. This is a count of anyone who had an open General or Extended Class application at any point in the year who no longer had an open application at the end of the year and who had not become registered in the General or Extended Class.

35. Number of applicants: Number of General & Extended Class applications received in the reporting year from applicants for initial registration educated in Ontario who are not labour mobility applicants.

For this question we are reporting applications rather than applicants. This is consistent with how we reported in previous years.

Number of applicants fully licensed/certified: Number of applicants who became registered in the General or Extended Class who were

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not already registered in the General or Extended Class at the time. For example, it does not include someone who became registered as an RN General if they already held registration as an RPN General. In previous years, we reported on all General and Extended Class applications that were granted, meaning that some people were counted more than once if they obtained more than one registration.

Average Time to Process Application in Weeks from First Point of Applicant Contact: This is the median number of weeks from application start date (the date paid) until the applicant became registered. This is calculated for applicants who became registered in the General or Extended Class who were not already registered in the General or Extended Class at the time. For example, it does not include someone who became registered as an RN General if they already held registration as an RPN General.

Average Time to Process Application in Weeks from Receipt of all required documents: Under the amendments to the RHPA, CNO will be developing a process to meet the reporting requirement. At this stage, we cannot provide an estimate.

36. Number of applicants: Number of General & Extended Class applications received in the reporting year from applicants for initial registration educated in Other Canadian Provinces and Territories who are not labour mobility applicants.

37. Number of applicants: Number of General & Extended Class applications received in the reporting year from labour mobility applicants for initial registration (these applicants could have been educated in Ontario, Other Canadian Provinces or outside of Canada) They are not included in Q35, Q36, Q38, Q39 or Q40.

38. Number of applicants: Number of General & Extended Class applications received in the reporting year from applicants for initial registration educated internationally (excluding USA) who are not labour mobility applicants.

39. Number of applicants: Number of General & Extended Class applications received in the reporting year from applicants for initial registration educated in the USA or in unknown location who are not labour mobility applicants.

40. Number of applicants: Number of General & Extended Class applications received in the reporting year from applicants for initial registration educated in Ontario or another Canadian Province or Territory who are not labour mobility applicants (i.e., it is the sum of Q35 & Q36).

41. Number of applicants: Number of General & Extended Class reinstatement applications received in the reporting year. We did not report reinstatement applications in previous years

Number of applicants fully licensed/certified: The number of applicants who reinstated in the General or Extended Class who were not already registered in the General or Extended Class at the time. For example, it does not include someone who reinstated as an RN General if they already held registration as an RPN General.

Average Time to Process Application in Weeks from First Point of Applicant Contact: This is the median number of weeks from application start date (the date paid) until the applicant reinstated. This is calculated for applicants who reinstated in the General or Extended Class who were not already registered in the General or Extended Class at the time. For example, it does not include someone who reinstated as an RN General if they already held registration as an RPN General.

Average Time to Process Application in Weeks from Receipt of all required documents: Under the amendments to the RHPA, CNO will be developing a process to meet the reporting requirement. At this stage, we cannot provide an estimate.

43. This is the count of General and Extended Class registration applications received in the reporting year where education was obtained outside of Canada (includes any internationally educated labour mobility applicants). This is consistent with how we reported in previous years.

In previous years, we also included applications to the Temporary and Emergency Classes.

44. This is the total number of General or Extended Class licenses issued as a result of a reistration application. Applicants who were

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issued more than one license will be counted more than once. This is consistent with how we have reported in previous years.

45. This is based on the cohort reported in Q44, i.e. all General or Extended Class licenses issued as a result of a registration application. Applicants who were issued more than one license are counted more than once.

46. This counts all open active General and Extended Class registration applications at the end of the reporting year. An application is considered active if any of the following activities have occurred within the past two years:

- The applicant meets any of the registration requirements
- The applicant submits new documents to CNO
- The applicant writes the jurisprudence exam
- The applicant registers for or writes the nursing registration exam

47. This counts all open and active General and Extended Class registration applications at the end of the reporting year (same group as Q46) Active is defined as there have been some activity on the application in the previous two years.

48. This is reported at the application level. This is consistent with how we reported in previous years. We include all completed applications to the Temporary and Special Assignment Class in the reporting year.

49. This is reported at the application level. This is consistent with how we reported in previous years. We include all completed applications to the Emergency Class in the reporting year.

50. This shows the number of registrants who held Temporary, Emergency or Special Assignment Class registration during the reporting year who were granted registration in the General or Extended Class in the same year.

51. This is reported at the decision level. This is consistent with how we reported in previous years. We include all RC decision records in the reporting year.

52. This is a count of all appeals filed in the year. This is consistent with how we reported in previous years.

53. This is a count of all appeals heard in the year. This is a count of all appeals filed in the year. This is consistent with how we reported in previous years.

Note: There were no appeals heard in 2021.

54. This is a count of all registration decisions changed in the year. This is consistent with how we reported in previous years. Note: There were no decisions changed in 2021.

56. This is reported for internationally educated applicants whose General or Extended Class application was closed due to inactivity, withdrawn or refused. It excludes anyone who already held registration in the General or Extended Class when the application was closed/withdrawn or refused.

57. This is reported for Canadian educated applicants (including Ontario Grads) whose General or Extended Class application was closed due to inactivity, withdrawn or refused. It excludes anyone who already held registration in the General or Extended Class when the application was closed/withdrawn or refused.

Please note that survey monkey does not allow non-numerical information to be input in several areas, so we have entered "0". The information below provides further context:

24. In 2021, we did not collect information on members who identify as non-binary. We have entered "0" as the form required us to input a numerical value

Questions 35-41 Average Time to Process Application in Weeks from Receipt of all Required Documents is not available – we have

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Questions 33-41: Average time to process application in weeks from receipt of all required documents is not available. We have entered "0" as the form required us to input a numerical value.
