

College of NURSES of Ontario

2023 Fair Registration Practices Report

Prepared for the Office of the Fairness Commissioner (OFC)



FAIRNESS COMMISSIONER
COMMISSAIRE À L'ÉQUITÉ

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1. Background

Under section 20 of the Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA), which is substantially similar to section 22.7(1) of Schedule 2 of the Regulated Health Professions Act, 1991 (RHPA),

“A regulated profession shall prepare a fair registration practices report annually or at such other times as the Fairness Commissioner may specify or at such times as may be specified in the regulations”.

Section 23 of FARPACTA and Section 22.9 of Schedule 2 of the RHPA then go on to indicate that the Fairness Commissioner shall specify the form in which these reports shall be prepared, along with the required filing dates. This section also stipulates that a regulator must make these reports public.

It is pursuant to these authorities that the Office of the Fairness Commissioner (OFC) has required that each regulator complete its 2023 Fair Registration Practices Report (FRP).

Please note that this report covers the time-period from January 1 to December 31, 2023.

The FRP:

- Collects information about the organization, applicants to the profession and current membership.
- Provides information to the public about how the organization has implemented fair registration practices during the reporting period.
- Helps the OFC to successfully undertake the education and compliance activities which include monitoring, applying a risk-informed compliance framework, assessing performance, and sharing best practices.
- Determines whether the regulator is complying with recently enacted legislative and regulatory provisions designed to reduce barriers for domestic labour mobility and internationally trained applicants.
- Identifies trends across regulated professions and regulated health colleges.

Please note that the 2023 version of the FRP has changed from the previous version in terms of both form and content as the OFC's enabling statutes have evolved and as the office migrates to a more permanent portal-enabled database solution.

2. Organization information

Organization name	College of NURSES of Ontario
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3. Registration requirements

Applicants to the regulated professions and compulsory trades must fulfil registration requirements to practice their profession or use a professional title. This section summarizes registration requirements for each profession or trade regulated by College of NURSES of Ontario

Licensing requirements (brief description for each requirement listed):

Profession/ Trade Name	Nurse
Academic requirement	All applicants must complete a nursing program, recognized or approved in the jurisdiction in which it was taken as qualifying them to practice in that jurisdiction as a registered nurse (RN), registered practical nurse (RPN) or nurse practitioner (NP), as applicable. For more information about the nursing education requirement and equivalencies, please see the College of Nurses of Ontario's (CNO) webpage: https://www.cno.org/en/become-a-nurse/registration-

	<p>requirements/education/. CNO continues to ensure academic requirements reflect the evolving practice of nurses and ensure the registration of safe, ethical, competent nurses. CNO applies a program approval framework for all Ontario nursing education programs, which ensures programs are meeting mandatory entry-level competencies (ELCs) for the nursing category. CNO also works nationally with system partners to update ELCs every five years to ensure they meet current evidence of practice for nurses in Canada. For internationally educated applicants, their education is assessed against our ELCs to ensure that the program they attended meets current requirements of the regulation. These steps ensure that CNO's academic requirements are updated and reflective of current nursing practice in Ontario. For more information on CNO's program approval see our webpage here: https://www.cno.org/en/become-a-nurse/nursing-education-program-approval/. For more information about approved ELCs see our webpage here: https://www.cno.org/en/become-a-nurse/education-resources-and-references/</p>
<p>Experience requirement</p>	<p>All applicants must prove they have experience practicing as an RN, RPN or NP, relevant to the class in which they are applying, within the past three years. There is no specified-hours</p>

	<p>requirement. This can be clinical or non-clinical experience for RNs and RPNs, but must be clinical in nature for NPs. This requirement is met by: a) completing their nursing program which has clinical and practice components b) working or volunteering as an RN, RPN or NP in a jurisdiction where they are registered c) for RNs, successfully completing the Touchstone Institute Evaluation (Objective Structured Clinical Examination [OSCE] evaluation) and achieving required benchmark scores d) completing a supervised practice experience e) Supervised Practice Experience Partnership (SPEP) for RNs or RPNs f) Supervised Clinical Practice for NPs g) completing specified additional education, inclusive of a supervised clinical practicum as part of the program (for example, a refresher program) Further information about Evidence of Practice can be found at: https://www.cno.org/en/become-a-nurse/registration-requirements/evidence-of-practice/</p>
<p>Language requirement</p>	<p>All applicants must be able to show proficiency, defined as the ability to communicate and comprehend effectively in English or French, orally and in writing. This is to ensure applicants have the proper level of language skills needed to practice as a nurse. CNO has a significant number of tests and ways to meet this requirement. The language requirement can be shown in four</p>

	<p>ways: education, registration status, language proficiency testing or experience (only one form of evidence must be submitted). Generally, evidence must demonstrate the applicant completed their education, language proficiency test or experience no more than two years before registration with CNO. An exception for language proficiency tests, approved for immigration purposes, is outlined under the Regulated Health Professions Act, 1991 (RHPA), registration requirements regulation, which must have been completed no more than two years before applying for registration with CNO. Specifics follow:</p> <ul style="list-style-type: none">a) Education –is shown through the following:<ul style="list-style-type: none">o completion of an entry-level nursing program in English or French in any jurisdictiono completion of additional nursing education in English or French in any jurisdictiono completion of a health care or health care support program in English or French in Canadab) Registration Status –is shown through the following:<ul style="list-style-type: none">o holding current registration or previously held registration as a practicing nurse with CNO or in another Canadian jurisdiction (for example, as an RN, RPN or NP)c) Language Proficiency Testing –is shown through the following:<ul style="list-style-type: none">o passing one of CNO's approved language proficiency tests.d) Experience – is shown through the following:<ul style="list-style-type: none">o experience providing health care or health care support
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	<p>services in English or French in Canada o having practice experience as a nurse in a primarily English or French setting CNO's policy: https://www.cno.org/globalassets/3-becomeanurse/language-proficiency/language-proficiency-policy.pdf</p>
<p>Additional information on licensing requirements (may include links to appropriate page on regulator website):</p>	<p>Registration requirements for an RPN, RN or NP include these additional measures: a) Registration exam – Successful completion of the registration examination approved by CNO for the type of nursing an applicant wants to practice (for example, REx-PN for RPNs, NCLEX-RN for RNs or an approved exam for an NP specialty). b) Jurisprudence exam – Successful completion of either the RN/RPN Jurisprudence Examination or the NP Jurisprudence Examination. c) Authorization to work – Proof of citizenship, residency status or authorization to practice nursing in Ontario. d) Declaration of Past Offences or Findings – Applicants must declare truthfully whether they have been found guilty of an offence, refused registration, had a finding related to the practice of nursing or another profession against them or are involved in certain proceedings. e) Declaration on Health and Conduct – Applicants must declare whether they suffer from any physical or mental condition or disorder that could affect their ability to practice nursing in a safe manner. Also, CNO must be satisfied</p>

	<p>that the applicant will practice with decency, honesty and integrity and in accordance with the law. f) RN Registration for NPs only, one of the following: i. having current or past registration as an RN in the General Class with CNO ii. meeting the nursing education and registration exam requirements for registration as an RN in the General Class with CNO iii. having current or past registration as an RN in Canada, the United States or in another Council approved jurisdiction For more information, see CNO's website: https://www.cno.org/en/become-a-nurse/registration-requirements/</p>

4. Third party assessments

Third party organizations that assess qualifications on behalf of the regulator.

Organization name	Function
Sterling Talent Solutions	Other
Meazure Learning	Knowledge based exam
Touchstone Institute	OSCE / Skill based exam
American Academy of Nurse Practitioners Certification Board (AANPCB)	Knowledge based exam
Pediatric Nursing Certification Board (PNCB)	Knowledge based exam
National Nursing Assessment Service (NNAS)	Other

National Council of State Boards Nursing (NCSBN)	Knowledge based exam
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Fair access legislation requires regulators to take reasonable measures to ensure that any third parties undertake assessment of qualifications in a way that is transparent, objective, impartial and fair.

College of NURSES of Ontario takes the following measure(s) to ensure fair and timely assessments:

CNO utilizes contracts, agreements, policies and procedures to hold third-party service providers accountable and ensure they continue to support fair and timely assessments. They outline expectations for service timelines, capacity (e.g., seats), privacy and security and appeals mechanisms (where applicable). Robust expectations and procedures are detailed and are in accordance with all relevant federal and provincial laws. For more detailed information, see CNO’s Risk-Informed Compliance Framework 2023 submission.

5. Accomplishments, risks and mitigations

Key accomplishments and risks pertaining to fair registration practices during the reporting period are summarized below.

A. Accomplishments

1	<p>Registering a record number of nurses in Ontario – As the largest health regulator in Canada, CNO welcomes a large volume of applications. In 2023, CNO received and processed record numbers of applications. CNO’s data show the number of nurses in Ontario continues to grow with 178,184 nurses renewing at least one certificate of registration in the General or Extended Class in 2023. This represents a net increase of 3.05% over the previous year. This year-over-year increase is the highest since 2016 (see: https://www.cno.org/globalassets/2-howweprotectthepublic/statistical-reports/registration-renewal-statistics-report-2023.html). As previously shared with the OFC, CNO’s data demonstrates that applicants who wish to practice in Ontario and who are safe to do so are moving through the</p>
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	<p>application process efficiently. Included in the 2023 results is the registration of 5,490 new IEN registrants, exceeding the forecasts contained in the Financial Accountability Office of Ontario’s report, Ontario Health Sector Spending Plan Review. CNO continues efforts to meet our obligation under section 2.1 of Schedule 2 of the RHPA and dedicates significant resources to support meeting health human resource needs, with strong results. Also, CNO has invested considerable resources to enhance our registration processes so they are evidence-informed, fair, inclusive and effective, and contribute to improving access to safe nursing care. For example, CNO has improved its infrastructure and processes to accommodate growth in applicant requests. We have minimized organizational capacity risks associated with our registration practices. CNO is committed to continuing these efforts and maintaining our ability to process completed applications in a timely manner. Also, as seen above in the report, we have made some changes to our registration requirements resulting in new options for applicants to show they can practice safely in Ontario.</p>
2	<p>Enhanced Data Transparency – In 2023, CNO released the Nursing Data Dashboard and Strategic Plan 2021-2026 Outcome Dashboard, available on our public website and in CNO Council briefing packages respectively. The Nursing Data Dashboard displays a variety of nursing registration and employment data in a single place, providing key system partners and the public with a one-stop, at-a-glance, tool to explore nursing health human resource data. The Strategic Plan 2021-2026 Outcome Dashboard offers information on CNO’s progress in carrying out the Strategic Plan, including ensuring timely, accessible, equitable registration processes. Both give increased access to, and transparency in, our data. For the Nursing Data Dashboard see CNO’s website here: https://www.cno.org/en/what-is-cno/nursing-demographics/nursing-data-dashboard/. For the Strategic Plan 2021-2026 Outcome Dashboard see pages 66 to 67 of the Briefing Package for CNO Council Meeting September 2023: https://www.cno.org/globalassets/1-whatiscno/council/meetings/2023/council-briefing-pkg-202309.pdf.</p>

B. Risks and Mitigations

Risk	Mitigation Measure
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<p>An ongoing risk that exists in the registration process is that some applicants do not provide timely information to CNO, thus preventing CNO from moving the application forward. CNO measures in-process applications once an individual begins an application with CNO. For varying reasons, including personal choice by the applicant, it takes applicants different amounts of time to complete each of the eight registration requirements. The applicant is very much in control of how long they take to complete many of the registration requirements, relative to their individual circumstances.</p>	<p>In order to mitigate this risk CNO uses a proactive approach. In order to support applicants in meeting the evidence of practice requirement, CNO reaches out to eligible applicants to ensure they are aware of this opportunity. In addition, CNO notifies applicants when they are eligible for the Temporary Class registration. These initiatives support applicants in moving forward their application. Lastly, the legislation enables CNO to close an application after 24 months; however, CNO chooses not to close an application if there has been any activity on an individual's application in the last 24 months. CNO has prioritized giving the applicant every possible opportunity to be registered in the province and, by doing so, supporting better registration outcomes.</p>
<p>A risk that continues to impact CNO's registration outcomes is the time it takes to meet the education requirement for IENs. CNO data has found that meeting the education requirement is a barrier for many IENs. Data from 2022 found that 70% of RNs registered that year did not meet the education requirement upon initial application, and CNO has found that it can take many applicants up to two years to address competency gaps and meet the education requirement.</p>	<p>CNO's past initiatives have led to a significant decrease in median time to register IEN applicants from approximately 650 days to just under 400 days in 2023. we continue to explore opportunities to make revisions to education requirements for IENs using evidence-informed strategies to address this registration barrier while continuing to uphold public protection. In June 2023, CNO Council supported, in principle, that revisions to the education requirement be made to accept nursing education approved or recognized in any jurisdiction and the requirement for a newly designed course to be developed to support safe transition to practice (see pages 93-100</p>

	<p>CNO’s Council Meeting Briefing Package for June 2023: https://www.cno.org/globalassets/1-whatiscno/council/meetings/2023/council-briefing-package---june-2023.pdf). The proposed revisions to legislation were drafted and circulated in the fall of 2023, followed by extensive consultation with the public and key system partners as well as a review of the evidence. In May 2024, in a Special Council Meeting, CNO Council provided support to submit proposed regulation changes to government for their review (see CNO’s Council Meeting Briefing Package for May 2024: https://www.cno.org/globalassets/1-whatiscno/council/meetings/2024/council-briefing-package-202405.pdf). We look forward to providing an update in next year’s FRP report.</p>
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6. Changes to registration practices

During the January 1 to December 31, 2023 reporting period, College of NURSES of Ontario has introduced the following changes impacting its registration processes. Changes, anticipated impacts, and risk mitigation are summarized below.

A. Registration requirements and practices

Registration process	Changes Made (Yes / No)	Description
Registration requirements either	Yes	In 2023, the following changes were made to registration requirements through policy: removing barriers for labour mobility

<p>through regulation, by-law or policy</p>	<p>applicants and benchmarking for new language proficiency tests. a) On labour mobility, in July 2023, CNO implemented a new policy to enhance the registration processes of labour mobility applicants. These applicants applying for registration in Ontario as a RN, RPN or NP, are now registered to practice in the same category or class of nurse in another Canadian province or territory. Labour mobility applicants no longer need to arrange for their employer to submit a Verification of Nursing Practice (VONP) form to validate current or past nursing employment. CNO will rely on the practice information declared by the applicant. To support CNO's mandate to protect the public, CNO set up an auditing system, whereby staff conduct random checks with employers listed on the application form to verify the declared information about the applicant's nursing practice, instead of waiting to receive the employer's completed VONP form. Also, labour mobility applicants can choose to enhance their registration process and begin practicing sooner by opting to sign an undertaking attesting to their good standing with their current Canadian regulator and agreeing to arrange for the required Verification of Registration (VOR) form to be submitted to CNO by the other Canadian regulator. CNO moves forward and registers the applicant, avoiding delay while waiting for the VOR to arrive. CNO monitors to ensure the VOR arrives, and any concerning information is followed up with the applicant and regulator to determine what next steps are needed. This increases efficiency of registration processes for applicants, making registering more efficient, while maintaining standards and</p>
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	<p>expectations for public protection. For more information see CNO News article: https://www.cno.org/en/news/2023/july-2023/cno-develops-expedited-registration-process-for-nurses-registered-in-another-canadian-jurisdiction/ and CNO's The Standard digital magazine article: https://www.cno.org/en/learn-about-standards-guidelines/magazines-newsletters/the-standard/july-2023/government-reg-interjurisdictional-mobility/ b) Legislation required CNO to change the language proficiency registration requirement. Revisions to the RHPA, first introduced in Bill 106, the Pandemic and Emergency Preparedness Act, 2022, required CNO to accept the results of other language proficiency tests used by Immigration Canada along with the ones already approved by CNO's Registration Committee. These tests must be accepted as long as the applicant meets proficiency at a level satisfactory to CNO and the test was written no more than two years before applying to CNO. Therefore, in 2023, CNO set benchmarks for the International English Language Test System (IELTS): General and the Test de connaissance du francais pour le Canada (TCF). Applicants now have more options to meet the language proficiency requirement. For more information see CNO's website: https://www.cno.org/en/become-a-nurse/registration-requirements/language-proficiency/accepted-language-proficiency-tests/. A new policy for accepting language proficiency test results was put in place. Initially, language proficiency test results would remain valid only as long as the application was open. The new policy, approved by the</p>
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		<p>Registration Committee, gives staff the authority to accept an Immigration Canada-approved language proficiency test, written within two years of opening an application to any class, and apply the successful language proficiency test result to any other open application(s) regardless of when it was opened by the applicant. This ensures CNO is meeting its obligation under RHPA to maintain fair registration practices for all applicants. For more information, see CNO’s updated Language Proficiency policy here: https://www.cno.org/globalassets/3-becomeanurse/language-proficiency/language-proficiency-policy.pdf</p>
New or consolidated class of certificates or licenses	Yes	Please see the details in the Emergency class of certificates section below.
Assessment of qualifications, including competency-based assessments and examinations	Yes	<p>CNO remains committed to modernizing applicant assessment. We aim to reduce barriers and support applicants in timely completion of their registration journey, while ensuring nurses are qualified and safe to practice in Ontario. In 2023, CNO introduced improvements to assessing qualifications with the Jurisprudence Exam and the competency assessment provided by Touchstone evaluation. In March 2023, CNO Council approved new jurisprudence exams, with a new format: one for RNs and RPNs, and one for NPs. These exams assess an applicant’s knowledge and understanding of the laws, regulations, CNO by-laws and practice standards governing the nursing profession in Ontario. The new format replaces the previous open-book test with a learning module that has testing questions. This enhances the exam</p>

		<p>delivery and promotes the applicant assessment experience through an interactive, user-friendly learning approach. The new jurisprudence exam came into effect on July 17, 2023. For more information, see CNO's website: https://cno.org/en/become-a-nurse/entry-to-practice-examinations/jurisprudence-examination/ and page 56-58 of CNO Council's Meeting Briefing Package for March 2023: https://www.cno.org/globalassets/1-whatiscno/council/meetings/2023/council-briefing-pkg-202303.pdf. In 2023, the formatting of the competency assessment administered by Touchstone Institute was changed. Before, the assessment included OSCE and multiple-choice questionnaire (MCQ) components as part of their competency assessment for IENs applying to become RNs in Ontario. Now, the MCQ component has been removed and the blueprint of the OSCE has been updated. Applicants will experience a modernized and updated version of the assessment, based on the most recent national entry-to-practice RN competencies. For more information, see CNO's website: https://www.cno.org/en/become-a-nurse/registration-requirements/education/internationally-educated-nurses-competency-assessment-program/faq-rnccap/</p>
Documentation requirements for registration	Yes	The changes made to documentation requirements for registration include a new form for employers approved for the Supervised Practice Experience Partnership (SPEP) and new requirements for labour mobility applicants. For employers participating in SPEP, if they have practice or

		<p>conduct concerns about an applicant, CNO will send the employer a new reporting form to complete and return, then it is forwarded to staff for assessment. This enhances our ability to streamline information collection in a consistent manner and support safe nursing practice. In response to the labour mobility changes mentioned in the response above, changes to documentation were made. Applicants now registered in another Canadian province can declare their current or previous nursing employment information, and no longer need to have their employer complete the VONP form to validate their practice. Also, applicants now can sign an undertaking and agreement declaring they are in good standing and agree to arrange for the other Canadian regulator to submit the VOR form directly to CNO after registration.</p>
<p>Timelines for registration, decisions and/or responses</p>	<p>Yes</p>	<p>Following the approval of the Pandemic and Emergency Preparedness Act, 2022, which changed the RHPA in January 2023, new timelines, for communicating with and making decisions about applicants, were stipulated. CNO has implemented these new timeline requirements, making sure to respond to or acknowledge receipt of applicant correspondence within 15 days, along with giving an update on requirements being met or required next steps. As well, once we receive a complete application, we make a decision within 30 days to register the applicant or refer them to the Registration Committee. CNO is meeting these targets and we believe it improves the applicant experience in receiving timely follow up. For more information, see pages 42 and 154 of CNO Council's Meeting Briefing Package for December 2023:</p>

		https://www.cno.org/globalassets/1-whatiscno/council/meetings/2023/council-briefing-package-202312.pdf .
Registration and/or assessment fees	Yes	In 2023, CNO Council approved a broad set of registration fee increases for 2024. CNO increases fees only when necessary to remain financially sustainable and has not increased fees in the five years before 2023. A few factors contributed to the increased fees: increasing complexity of matters in regulatory functions, inflation over 5 years, service level improvements, meeting health care partner needs, and investments to upgrade information technology infrastructure and security. For details on the fee increases, see CNO’s website: https://www.cno.org/en/become-a-nurse/application-membership-fees/ . About assessment fees, with the jurisprudence exam update, CNO eliminated added fees for applicants who must retake the test. This is expected to offer savings for affected applicants.
Changes to internal review or appeal process	Yes	As part of CNO’s Modernizing of Applicant Assessment program, CNO has streamlined the process for SPEP applicants who may need to retake the program. Before, the Registration Committee reviewed concerns about SPEP program applicants and required some applicants to complete another SPEP to address low-risk practice concerns. This gave applicants another opportunity to learn, under supervision, and apply nursing knowledge, skill and judgement in a different practice setting. A review of the Registration Committee’s decision-making on retaking SPEP identified such decision-making could be streamlined by

		<p>delegating the authority to staff. In September 2023, the Registration Committee approved a decision allowing trained staff to apply defined criteria to determine, on the Registration Committee’s behalf, when an applicant could complete another SPEP to address low-risk practice concerns and meet the evidence-of-practice (EOP) requirement once the SPEP is successfully completed without any further concerns. The Registrar/Executive Director and CEO and the Registration Committee no longer need to review these matters unless further concerns arise. This decision streamlines the process and reduces timelines for SPEP applicants by removing the need for Committee review for low-risk concerns. To ensure public safety, significant risks related to conduct or competence would require further review by the Registrar/Executive Director and CEO and/or the Registration Committee, and applicants with low-risk SPEP practice concerns will meet the EOP requirement only after the second SPEP is successfully completed without any concerns. The Registration Committee will automatically review any concerns arising from the second SPEP. Also, in 2023, the Registration Committee began to review applicant requests for SPEP participation, in which the timeframe eligibility criteria were not met (for example, not being out of practice for more than 8 years). Specifically, some applicants, who had not practiced for more than 8 years, were approved for SPEP participation.</p>
<p>Access by applicants to their records</p>	<p>No</p>	

B. Training, policy and applicant supports

Registration process	Changes Made (Yes / No)	Description
<p>Training and resources for staff who deal with registration issues</p>	<p>Yes</p>	<p>With any changes in registration policies and procedures about assessing applicants as noted in the responses in this section, relevant CNO staff are trained to ensure they understand and can apply the policies and procedures fairly and consistently when assessing applicants and give information across the registration function. The Registration and Customer Service teams were given training and education on all relevant registration changes, to support and respond to applicant inquiries and applicant assessment. This included training on the following changes: new 15-day timeline for responding to correspondence, fee changes, jurisprudence exam changes in access to the exam and resources, changes to language proficiency requirements and testing benchmarks and the new process for Touchstone evaluation, among other training. CNO continues to demonstrate that this training and resources have been effective, for example by meeting the 15-day timeline for responding to correspondence being met, and by ensuring time for first contact for applications occurs within 15 days at 99-100% of the time (see pages 42 and 154 of CNO Council's Briefing Package for December 2023: https://www.cno.org/globalassets/1-whatiscno/council/meetings/2023/council-briefing-package-202312.pdf) A new Call Centre tool was introduced in the fall of 2023, which creates an extra option in the phone menu selection where callers now must identify if they have applicant or registrant-based questions. This tool will help inform training by providing information on which types of questions are most common, thus</p>

		<p>allowing CNO to target training more efficiently. Lastly, Registration and Customer Service staff were trained on enhancements made to the online portal (see CNO’s response to digital or technical improvements), including how the enhancements are meant to benefit the team and improve the applicant experience. All changes are meant to support the applicant experience so their registration process is timely, fair and transparent.</p>
<p>Resources or training to support applicants to move through the licensing process</p>	<p>Yes</p>	<p>To support applicants in 2023, CNO launched a variety of initiatives and communicated those changes through several means and platforms. Those changes would make the application process clearer and more accessible, and meet applicants’ needs.</p> <p>a) Jurisprudence exam – In 2023, CNO became the exam administrator and removed added fees for writing the exam. This means applicants pay a one-time fee, and should they need to retake the exam there are no added fees. Also, they can write the exam an unlimited number of times.</p> <p>b) Temporary Class Registration – CNO notified applicants in the Temporary Class, who had an outstanding nursing education requirement, they may meet some entry-to-practice competencies by being employed for at least six months in Ontario. Their nursing practice in this class of registration could be used toward their competency gaps. To be considered, the applicant simply needs to have their employer fill out and submit a VONP form. This information was posted to CNO’s website: https://www.cno.org/en/become-a-nurse/new-applicants1/temporary-class/competencies-temporary-class/. CNO sends an email weekly to eligible General Class applicants and applicants who are about to become eligible, informing them of their eligibility for the Temporary class. In the</p>

	<p>email we direct applicants to visit the Temporary Class Registration guide for more information (see here: https://cno.org/en/become-a-nurse/new-applicants1/temporary-class/). In this guide, applicants see content related to competencies that can be met through working in the Temporary Class. CNO also has developed Q&As, related to employment in the Temporary Class, about how to meet competency gaps to achieve educational equivalency (for more information see: https://www.cno.org/en/become-a-nurse/new-applicants1/temporary-class/faqs-registration-regulation-changes/), and updated our employers' webpage to ensure system partners are aware of this (for more information see: https://www.cno.org/en/become-a-nurse/new-applicants1/temporary-class/information-for-employers/). c) In 2023, CNO implemented a new initiative to prevent Temporary Class registrants from having their registration expired by calling registrants and informing them of their status and the options to transition to the General Class. After the call, CNO follows up with a message in their applicant portal confirming the conversation. This ensures we are keeping nurses in the workforce, which can, in turn, support health human resource needs and prevent delays. We also communicate in the Temporary Class registration guide on www.cno.org that under the Nursing Act, 1991, applicants have 30 days to move from Temporary Class to General Class once they meet all their requirements. We have an FAQ on this on our FAQs page: https://www.cno.org/en/become-a-nurse/new-applicants1/temporary-class/faqs-registration-regulation-changes/. d) Application Management program – On January 10, 2023, CNO implemented a pilot program called “Application</p>
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		<p>Management". Applicants selected for the pilot program are assigned to an Application Manager who manages the entire application, including offering the opportunity to connect via phone to explain the registration requirements, the application process and answer applicant questions. Generally, applicant correspondence and documents are reviewed in the order of the date on which they are received by CNO, also known as "first in, first out". The pilot will enable CNO to evaluate if the Application Management approach will improve the applicant experience and, ideally, create efficiencies in the application process. We look forward to reporting the pilot results in the 2024 report.</p>
<p>Anti-racism and inclusion-based policies and practices</p>	<p>Yes</p>	<p>Outcome 1 of CNO's Strategic Plan is that applicants for registration experience processes that are evidence-informed, fair, inclusive and effective in contributing to improved public access to safe nursing care. CNO as an organization has a long-standing commitment to support and model diverse, equitable and inclusive policies, practices and processes. As a regulator we are aware that systemic racism is a problem in Canada and needs a sustained focus. We acknowledge the importance of actively identifying racism and addressing issues of inequity. Anti-racism is rooted in action and CNO has a list of substantive actions to address racism at multiple levels, including individual, institutional and structural. CNO recognizes the importance of equitable decision-making and ensuring our policies and processes are reviewed from an inclusive lens and support CNO's organizational values. The commitment to the work of inclusion can be seen in CNO's multi-year diversity, equity and inclusion (DEI) plan and a commitment to DEI for all CNO's employees. Most recently, the work expanded to</p>

	<p>support CNO's Council with training that included external trainers and sharing lived experiences. In December, 2023, the DEI strategy work expanded to consider the needs of a variety of key audiences beyond CNO staff and Council to CNO's applicants, registrants, external partners and the public. In December 2023, the Leadership Team workshopped actions and tactics for the new 3-year DEI strategy with the goal of creating plans and recommendations around the expectations of multiple audiences. The many ideas and recommendations given will inform CNO's first 3-year DEI strategy. Also in December, CNO joined the Canadian Centre of Diversity and Inclusion (CCDI) as an employer partner. This membership allows CNO staff to attend DEI webinars for free and to access the DEI glossary and CCDI's substantive learning portal. CNO's Communications team also launched a fulsome CNO Style Guide with clear directions and information that ensures we are communicating using inclusive language and terms. The guide is a living document that offers advice on best practices around terms and can be updated to reflect the changing way we talk about equity and societal issues. Some other DEI milestones achieved in 2023 include: a) Training – In 2023, CNO piloted Indigenous Cultural Safety courses with staff, including those who work with registrants, applicants and the public. CNO also continued to host workshops around gender and sexual diversity, mental health first aid, trauma-informed interview techniques and inclusivity. DEI training that took place in 2023 has enhanced staff awareness and enabled staff to assess regulatory processes, including registration processes, by incorporating DEI principles, and to engage with diverse system partners from a knowledgeable</p>
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	<p>foundation. Also, in the fall of 2023, all statutory committee members, including the Registration Committee and CNO Council members completed training about unconscious bias. The workshop was designed for the unique decision-making role of statutory committees and included these topics: understanding privilege, unconscious bias and how it may present itself in the context of statutory committee work, understanding the impact of unconscious bias and strategies for confronting unconscious bias with resources offered after the workshop. In 2023, CNO engaged DiversiPro, a DEI consultancy, to ensure we are a culturally fluent organization. The Intercultural Development Inventory Assessment will now be provided to both CNO's Council and CNO's Leadership team. The work continues into 2024. Given that CNO Council members make decisions about approving registration policies and the Registration Committee is responsible for reviewing policies and registrations of applicants, this training ensures members are making equitable, informed decisions.</p> <p>b) Policies – Staff members, job applicants and managers gave feedback to external consultants reviewing DEI in our recruitment processes. Report recommendations identified opportunities for bias-free practices in recruitment and hiring activities, which rolled out in 2023. This ensures employees hired to CNO, including registration staff, experience an equitable application and hiring process, and meet the competencies and principles of CNO, including DEI.</p> <p>c) Governance – In 2023, DEI principles were integrated into Council and Committee governance, selection and appointment processes, including the Code of Conduct and competencies. The integration of these principles supports the consistent</p>
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	<p>application of DEI for members of Council and Committee, thus ensuring those brought on are also able to apply them. d) Equity Impact Assessments – To support staff in using an equity impact assessment tool, a procedure was drafted in late 2023. Feedback on the tool will be gathered before CNO lands on a final model for the assessment. The goal is to choose work that is done through an equity lens. Staff are applying this to regulatory policy work, including projects associated with registration requirements. e) DEI Principles – These principles were created by CNO Council and approved at multiple levels of the organization. The DEI principles are key to transformational work ahead. In 2023, Council also signed off on the framework for our new 3-year DEI strategy that involves gaining perspectives of a wide variety of audiences including those who experience health care. f) Workforce Census – In 2023, planning for CNO’s first workforce census began, to collect demographic information and seeking feedback from all registrants with questions about racism, discrimination and bias in workplaces and their experiences interacting with CNO. CNO will use the data and findings from the first census to review processes, programs and policies across all organizational functions, through a DEI lens, including those that apply to registration. CNO launched the survey in 2024 and will produce a first report on the findings by the end of the year. g) Other antiracism policies and practices in 2023 included: i. working with exam vendors to ensure regulatory exam items were reviewed for cultural sensitivity. CNO recruited culturally diverse members of the public to review language used for the REx-PN exam. This process helped eliminate potential stereotypes, assumptions or</p>
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	<p>inflammatory language that might be used in exams. CNO also ensured Indigenous voices and perspectives were reflected in exam item writing and in review processes. ii. CNO participated in a national working group for the development of ELCs for NPs, which was updated in February of 2023. Documents such as the Truth and Reconciliation Commission: Calls to Action, In Plain Sight and the Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls were used to inform the ELCs. Also, Knowledge Keepers and key informants from marginalized and oppressed groups or communities were interviewed. All of the insights gathered were used to develop the NP-ELCs, specifically: 3.2 Contribute to a practice environment that is diverse, equitable, inclusive, and culturally safe and 3.3 Provide culturally safe, anti-racist care for Indigenous Peoples. Of note is a focus on identifying the historical and ongoing effects of colonialism and settlement on the health care experiences of Indigenous Peoples. Through the Program Approval process, the Education team has worked with faculty of the NP programs to integrate these ELCs into program curricula. The ELCs also will be used to inform development of the new NP entry-level exam. For more information see CNO's website: https://www.cno.org/globalassets/docs/reg/47010-np-etp-competencies-in-effect-2024.pdf.</p>
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C. System partners

Registration process	Changes Made (Yes / No)	Description
Steps to increase accountability of	Yes	In 2023, CNO implemented a new risk management review process for all contracts

third-party service provider(s)		moving forward, including those agreements with third-party service providers that support the registration process. This is in addition to the rigorous procurement process already in place. In 2024, CNO continues to streamline and standardize our approach to contracting, to ensure all our vendors are treated with rigorous due diligence and performance standards. We will report further on this implementation in the 2024 FRP report.
Accreditation of educational programs	Yes	While we do not accredit education programs, CNO’s Council has legislative authority to approve programs. Program approval is a mechanism that allows rigorous assessment of entry-level education programs to ensure their graduates have the knowledge, skill and judgment to practice safely. CNO continued approving programs in 2023, with 6 new baccalaureate programs approved this year.
Mutual recognition agreements	No	

D. Responsiveness to changes in the regulatory environment

Registration process	Changes Made (Yes / No)	Description
Emergency registration plans	Yes	Regulations under the Nursing Act, 1991, were amended to align with the new requirements in the RHPA, following the approval of Bill 106, The Pandemic and Emergency Preparedness Act, 2022. The changes aligned CNO’s Emergency Assignment Class registration with the new legislation and, although this class was not opened in 2023, the changes will support applicants registering for this class if it is enacted in the future. The main changes that

		<p>impact registration of applicants are: a) waiving the application fee for applicants who want to transition from Emergency Class to Temporary Class; b) adding successful completion of the jurisprudence exam as a registration requirement; c) allowing applicants two exam attempts before they would be revoked from the class; d) adding terms, conditions and limitations for registrants in this class and e) giving Council authority to enact the class if certain conditions are met. Waiving the application fee for transitioning from Emergency to Temporary Class, waiving the authorization to work requirement and allowing two exam attempts before revocation are expected to create an easier, more efficient and fair process for applicants and to support continuity in the system, should the Emergency Class enactment be closed. The addition of the jurisprudence exam and the terms, conditions and limitations to the registration requirements align with CNO's mandate to ensure public safety.</p>
<p>Technological or digital improvements</p>	<p>Yes</p>	<p>We made three updates to technology to support fair registration practices: a) updates to the applicant's online portal, b) updates to the online jurisprudence exam and c) automation of language proficiency test results. In March 2023, CNO launched significant changes to the online portal Maintain Your Membership (see CNO's webpage: https://www.cno.org/en/maintain-your-membership1/), as part of ongoing efforts to modernize applicant assessment processes. The intended impact is to improve the applicant's CNO application experience. The enhancements allow applicants to inform us quickly of any changes to their application and</p>

		<p>remove barriers for submitting the evidence needed to meet their registration requirements. Applicants, now, can complete the following processes online: □ add and update information about nursing education, nursing practice, other nursing registrations and nursing examinations □ upload certain documents at any time while the application is open □ view the status of documents received from third parties or uploaded by the applicant</p> <p>We also updated the jurisprudence exam to give applicants a user-friendly experience with greater accessibility and flexibility to complete this entry-to-practice requirement. The new exam format features an interactive "open book" e-learning module and a 50-question multiple-choice exam. The exam is available online and can be completed anytime, in either English or French, through a secure website. For more information, see CNO News article: https://www.cno.org/en/news/2023/july-2023/cno-launches-new-format-for-jurisprudence-exam/. In 2023, CNO also automated the language proficiency results for the following test results: CELBAN and IELTS-Academic. Applicants now have the two language proficiency tests submitted from the vendor directly to CNO and then an integration process updates their application and informs them of the outcome immediately.</p>
<p>Steps to address labour shortages in the profession or trade</p>	<p>Yes</p>	<p>CNO continues to prioritize and commit significant resources to continuously innovate and create efficiencies in registration processes, to uphold our part in addressing health human resource needs. CNO's strategic outcome number one is that “applicants for registration will experience processes that are evidence-informed, fair, inclusive and effective</p>

	<p>and will contribute to improving access to safe nursing care”. Innovations initiated by CNO in the recent past, to support this strategic outcome, include changes to: a) Labour mobility processes – In July 2023, CNO implemented new verification of registration and verification of nursing practice options to speed up registration for labour mobility applicants. Please refer to question in Step 3 on registration requirement changes due to regulations, by-laws or policies for more information. b) Language proficiency – about changes under the RHPA, CNO approved new language proficiency tests, thus making it easier for applicants to find a suitable test administrator. These changes offer clarity and increased efficiency in the registration process for applicants. Please refer to question in Step 3 on registration requirement changes due to regulations, by-laws or policies for more information. c) Police criminal record checks – In 2023, CNO implemented a policy for the international police criminal record check requirement, to reduce barriers for applicants through eliminating duplication of a requirement assessed by Immigration Canada. Under the new policy, CNO accepts the police criminal record check given to Immigration Canada through the applicant’s immigration process and does not require a new international police criminal record check for registration purposes, if the applicant has continued to reside in Canada since immigrating. There was no change to the requirement for domestic police criminal record checks. d) SPEP changes – As mentioned before, CNO’s Modernizing of the Applicant Assessment program has</p>
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		streamlined the process for SPEP applicants who may need to retake the program. The Registration Committee identified they could delegate the authority for that decision-making, related to retaking SPEP, to trained staff. This decreases delays and creates a clearer and more efficient process for applicants participating in SPEP. As of January 2024, CNO has registered over 3,000 nurses who have completed the SPEP program.
Other	No	

7. Membership and application data

The Office of the Fairness Commissioner collects membership and application data from regulators through annual Fair Registration Practices Reports, which are also made available to the public. 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.

A. Race-based data collected

	Race-based data collected? (Yes or No)
Members	No
Applicants	No

Additional description:

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B. Other identity-based or demographic data collected

	Other identity-based or demographic data collected? (Yes or No)
Members	No
Applicants	No

Additional description:

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C. Languages of service provision

College of NURSES of Ontario makes application materials and information available to applicants in the following languages.

Language	Yes / No
English	Yes
French	Yes
Other (please specify)	

D. Membership Profile

Profession Name	Total Number of Members
Nurse	207258

Class of License	Total Number of Members	Total Number of Internationally Educated Members
Full / General/ Independent Practice	188461	31219
Provisional/Limited License	1317	318
Emergency License	0	0
All Other Classes	17480	3310

Gender	Number of Members
Male	19702
Female	186925
Other / not collected	631

Jurisdiction of Initial Training	Number of Members
Other provinces and territories	8685
Ontario	163726
United States	1491
Other International	33356

Country of Initial Training	Number of Members
Canada	172411
India	13258
Philippines	11162
United States of America	1491
Iran	722
United Kingdom	886
China	558
Nepal	472
Hong Kong	439
Nigeria	427
Poland	421
Jamaica	391
Russia	374
Pakistan	344
Israel	339
South Korea	291
Romania	273
United Arab Emirates	301

Macedonia	252
Lebanon	151
Ghana	141
Australia	140
Sri Lanka	114
Jordan	106
Ukraine	95
Kenya	90
South Africa	70
Colombia	68
Germany	66
Japan	61
Brazil	58
Guyana	58
Ireland	56
Trinidad and Tobago	55
Ethiopia	54
Haiti	54
Czechia	48
Singapore	48
France	47
Cameroon	36
Hungary	36
Netherlands	28
Zimbabwe	28
Serbia	26
Italy	25
New Zealand	25
Thailand	23
Egypt	22
Uganda	21
Belgium	19
Peru	19
Albania	18
Sweden	17
Cuba	16
Rwanda	16
Mauritius	15

Turkiye	15
Bulgaria	14
Portugal	14
Grenada	13
Malaysia	13
Bosnia and Herzegovina	12
Chile	12
Switzerland	12
Barbados	11
Moldova	11
Norway	11
Uzbekistan	11
Zambia	11
Iraq	8
Saint Lucia	8
Congo	15
Austria	7
Eritrea	7
Uruguay	7
Antigua and Barbuda	6
Burundi	6
Croatia	6
Greece	6
Kazakhstan	6
Slovakia	6
Somalia	6
Spain	6
Algeria	5
Fiji	5
Mexico	5
Tanzania	6
Venezuela	5
Azerbaijan	4
Bangladesh	4
Denmark	4
Morocco	4
Eswatini	4
Afghanistan	3

Argentina	3
Botswana	3
Cote d'Ivoire	3
Dominica	3
Ecuador	3
Kyrgyzstan	3
Palestine State	3
Syria	3
Armenia	2
Bahamas	2
Burkina Faso	2
Costa Rica	2
El Salvador	2
Georgia	2
Latvia	2
Lithuania	2
Malta	2
Paraguay	2
Saint Kitts and Nevis	2
Tajikistan	2
Bhutan	1
Brunei	1
Cayman Islands	1
Chad	1
Iceland	1
Kuwait	1
Liberia	1
Malawi	1
Mali	1
Myanmar	1
Nicaragua	1
Panama	1
Qatar	1
Saudi Arabia	1
Sudan	1
Gambia	1
Vietnam	1
Other Countries	68

Finland	23
Belarus	11

Official language of preference	Number of Members
English	204049
French	3209

Racial identity (optional)	Number of Members
Not collected	207258

E. Data Notes

A0-A6 include 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. Prior to the 2021 report we counted registrations instead of registrants. For question A1 Registrants who held more than one registration at year-end are categorised as follows:

- Any registrant who holds one or more General/Extended registrations is classified as Full/Independent.
- Any registrant who holds at least one Temporary or Special Assignment registration, but does not hold a General/Extended registration is classified as Provisional.
- A registrant with any Non-Practising registration cannot also hold another class of registration and they are categorized as All Other Classes
- There were no registrants holding an Emergency registration in 2023.

A4 - The 68 registrants from 'Other Countries' include: Taiwan (52), Saint Vincent and the Grenadines (12), Puerto Rico (2), Sierra Leone (2).

F. Applicant Profile

Profession Name	Total Number of Applicants
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Nurse	20945
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Gender	Number of Applicants
Male	2423
Female	17684
Other / not collected	838

Jurisdiction of Initial Training	Applications received in 2023	Applications with decisions pending
Other provinces and territories	987	1042
United States	190	247
Other International	10398	19660
Ontario	9370	5614

Country of Initial Training	Number of Applicants
Canada	10357
India	6081
Philippines	2991
Nepal	223
Hong Kong	202
United States of America	190
Nigeria	154
Iran	113
South Korea	56
Ghana	51
Pakistan	43
United Kingdom	42
Brazil	27
Kenya	27

Lebanon	26
Sri Lanka	23
Australia	20
Jamaica	20
Japan	19
China	17
Colombia	17
France	13
South Africa	13
Jordan	12
Israel	11
Italy	9
Rwanda	9
Thailand	9
Ethiopia	8
Cameroon	6
Chile	6
Singapore	6
Trinidad and Tobago	6
Uganda	6
Barbados	5
Gambia	5
Turkiye	5
Albania	4
Finland	4
Ireland	4
Romania	4
Belgium	3
Dominican Republic	3
Germany	3
Greece	3
Guyana	3
Mauritius	3
New Zealand	3
Qatar	3
Sudan	3
Ukraine	3
Bahamas	2

Bhutan	2
Burundi	2
Cuba	2
Cote d'Ivoire	2
Denmark	2
Egypt	2
Niger	2
Paraguay	2
Portugal	2
Russia	2
Saint Lucia	2
Spain	2
United Arab Emirates	2
Zambia	2
Afghanistan	1
Antigua and Barbuda	1
Costa Rica	1
Dominica	1
Eritrea	1
Fiji	1
Grenada	1
Haiti	1
Hungary	1
Kazakhstan	1
Eswatini	2
Malawi	1
Malaysia	1
Mali	1
Morocco	1
Nicaragua	1
Palestine State	1
Poland	1
Serbia	1
Tanzania	1
Gambia	1
Tunisia	1
Uzbekistan	1
Zimbabwe	1

Other Countries	14
Peru	2

Official language of preference	Number of Members
English	20591
French	354

Racial identity (optional)	Number of Members
Not collected	20945

G. Data Notes

B0-B6 count all registration 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, prior to the 2021 report we also included applications to the Temporary and Emergency Classes. B2 - Applications in progress at the end of the reporting year counts all open active General and Extended Class registration applications at the end of the reporting year regardless of the year they were received. 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 B3 - The 14 applicants from 'Other Countries' include: Taiwan(13) and Kosovo (1)

H. Application Decisions

The table below summarizes the outcome of registration decisions finalized in 2023. Some applications may have been received in the previous year.

Jurisdiction of initial training	Successful	Unsuccessful	Withdrawn
Other provinces and territories	753	0	85
United States	137	0	14
Other International	7947	2	969
Ontario	8684	1	66

I. New Registrants

For the 2023 reporting year, the breakdown of new registrants by class of registration is provided below:

Class of registration	Total new registrants by class	Number of internationally educated registrants
Full / General/ Independent Practice	17521	8084

J. Data Notes

B7 and B8 are counted at the application level, not the person level. People with more than one application will be counted more than once. This is consistent with how CNO reported in previous years. B7 counts the total number of General or Extended Class registration applications closed in the year. Successful = status granted/registered Unsuccessful = Refused Withdrawn = Withdrawn by applicant, closed due to inactivity, or expired. B8 counts the total number of General or Extended Class licenses issued as a result of a registration application. Applicants who were issued more than one license will be counted more than once. This is consistent with how CNO reported in previous years.

K. Reviews and Appeals

Applicants for registration may appeal a registration decision. An **internal review or appeal** involves formal reconsideration of a registration decision further to an application and submissions by the applicant.

Jurisdiction of initial training	Number of internal reviews and appeals processed	Number of decisions changed following internal review or appeal
Ontario	46	0
Other provinces and territories	3	0
United States	0	0
Other International	40	0
Multiple Jurisdictions	0	0

An **external review or appeal** involves review of a registration decision by an external appeal tribunal or court, such as the Health Professions Review and Appeal Board or Divisional Court.

Jurisdiction of initial training	Number of applicants who sought external review or appeal	Number of decisions changed following external review or appeal
Ontario	0	0
Other provinces and territories	0	0
United States	0	0
Other International	0	0
Multiple Jurisdictions	0	0

Issues raised in reviews and appeals can point to challenges in the registration process. The table below summarizes top issues or reasons that applicants raised during these appeal proceedings.

Issue or reason raised	Number of appeals
1. N/A - No appeals filed during the year	0

Internationally trained applicants face additional challenges in the registration process. The table below summarizes top reasons for not registering internationally trained individuals.

Reason for not registering	Number of internationally trained applicants
1. Application withdrawn	867
2. Application closed due to inactivity	115
3. Prior Professional conduct history	1

L. Data Notes

B10: Number of internal reviews and appeals processed: 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. Number of applicants who sought external review: No applicants sought external review in 2023. Number of decisions changed following external review: No decisions were changed following external review. B11 There were no appeals filed in 2023. 3 appeals were closed in 2023, but these were initially filed in prior years. B12 - This is reported for internationally educated applicants whose General or Extended

Class application was closed due to inactivity, withdrawn or refused. This is counted at the application level, not the person level. People with more than one application will be counted more than once.

8. Changes Related to New Legislative and Regulatory Requirements

By Ontario law, regulated occupations must provide registration practices that are transparent, objective, impartial and fair. Non-health occupations are governed by the *Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA)*, while health professions are governed by the *Regulated Health Professions Act, 2011 (RHPA)*.

In 2021, both statutes were amended to incorporate substantive provisions to:

- A.** Eliminate the use of Canadian experience requirements except under prescribed circumstances.
- B.** Streamline language proficiency testing requirements.
- C.** Provide for the continuity of registration processes during emergency situations.
- D.** Set registration time limits. (FARPACTA only)

College of NURSES of Ontario has made the following changes to comply with these new legal obligations:

A. Canadian Experience

Change required: No changes required

College of NURSES of Ontario has taken the following measures to comply with legislative requirements on eliminating Canadian experience requirements unless an exemption is granted or an alternative is identified that meets criteria prescribed in regulations (non-health regulators) or the exceptions in legislation are met (regulated health colleges).

B. Language Proficiency Testing

Change required: Yes

College of NURSES of Ontario has taken the following measures to comply with recent legislative changes requiring that regulators accept language proficiency testing results derived from any of the tests accepted for immigration purposes to satisfy their language proficiency requirements:

As outlined above in the response to the Step 3 question on registration requirement changes due to regulations, by-laws or policies, CNO was required to comply with legislative changes to accept the results of other language proficiency tests used by Immigration Canada. As required, benchmarks have been set for some of the tests. For more information see CNO's website: <https://www.cno.org/en/become-a-nurse/registration-requirements/language-proficiency/accepted-language-proficiency-tests/>. Also, a new policy for accepting language proficiency test results was implemented. At first, language proficiency test results only remained valid as long as the application was open. However, an applicant may have two or more open applications for registration, which were opened on different dates. This meant their language proficiency test results might meet the two-year requirement for one application and not the other(s). This created inconsistency for the applicant and could result in an unfair process. The new policy, approved by the Registration Committee, gives staff the authority to accept an Immigration Canada-approved language proficiency test written within two years of opening an application to any class, except Non-Practising, and apply the successful language proficiency test result to any other open application, regardless of when it was opened by the applicant. This ensures CNO is meeting its obligation under RHPA to maintain fair registration practices for all applicants. For more information, see CNO's updated Language Proficiency policy here: <https://www.cno.org/globalassets/3-becomeanurse/language-proficiency/language-proficiency-policy.pdf>

College of NURSES of Ontario offers applicants the following options to demonstrate language proficiency.

- IELTS (General)

- TEF Canada
- TCF Canada
- Other language proficiency tests
- Education in English or French
- Other (please specify) a) Education in English and French, b) SPEP

C. Emergency Registration

Change required: Yes

College of NURSES of Ontario has taken the following measures to comply with requirements to establish an emergency class (health colleges) or develop an emergency registration plan (non-health regulators).

The following regulatory changes under the Nursing Act, 1991, were implemented to comply with requirements to set up an emergency class registration: a) given CNO already had this class, the name needed to change from “Emergency Assignment Class” to “Emergency Class” to align language across provincial health profession regulators b) enabling a practicing member of the Emergency Class to transition to the Temporary Class. To be consistent with the Temporary Class, we added the following to the Emergency Class certificate of registration: i. successful completion of the jurisprudence exam as a registration requirement ii. allowing the applicant to have two exam attempts (two failures would mean the individual cannot apply to the Emergency Class) or for those in the Emergency Class, their certificate of registration would be revoked after two failures iii. more terms, conditions and limitations, such as the supervisory requirement c) amending the regulation to include an additional circumstance in which the class would be opened: the decision to open the class could be made by Council d) adding a provision to give Council the authority to determine when the class will end and providing 30 days to allow Emergency Class members to transition care of their patients and apply for the Temporary Class if they wish e) adding a provision to enable the Registrar/Executive Director and CEO to revoke an Emergency Class certificate of registration if it is in the public interest (for example, a patient safety issue) f) changes to include more inclusive language to align with CNO’s values on DEI (for example, instead of “he or she”, revised to “the applicant”) g) exempt Emergency Class registrants from the application fee if they

seek to transition to the Temporary Class; other health regulators in the province have taken a similar approach h) adding a requirement that Council consider whether the emergency has resulted in the inability to meet a requirement to register in the General Class (for example, applicants are unable to write the registration exam in-person); for greater clarity, Council would simply need to consider this and could still choose to open the Emergency Class for another reason, should it be in the public interest, even if the ability to meet a registration requirement is not impaired

Glossary of terms

Applicant: An individual who has applied for membership in a regulated profession or compulsory trade, with the associated rights to practice their profession / trade or use a professional title.

Domestic labour mobility: Applications subject to the Canadian Free Trade Agreement, which stipulates that a certificate issued by one province or territory should be recognized by all others unless there is an exception due to public health, safety and security reasons.

Internationally educated / trained: An individual whose initial professional education was not from a Canadian educational institution, or who is applying for trade certification based on experience gained outside Canada. This category includes individuals with education / training in the US and other countries. It also includes individuals who completed their initial professional education outside Canada and later addressed gaps with courses or a bridging program based in Canada.

Jurisdiction of initial training: For professions, the jurisdiction in which an applicant obtained their initial professional education used in full or partial fulfilment of registration requirements. For trades, the jurisdiction of initial trade experience listed on a Trades Equivalency Assessment (TEA) application.

Member: An individual who has satisfied the conditions for registration in their profession / trade and has been granted the right to practice and/or the right to use a professional designation or title. Members may hold a full license to engage in independent practice, or they may hold an alternate class of registration.

Racial identity: Voluntary self-report data of racial identity as a social description. Follows categories identified in the Ontario Anti-Racism Directorate Data <<https://www.ontario.ca/document/data-standards-identification-and-monitoring-systemic-racism>> .

Registration requirements: the entry-to-practice requirements that that an applicant must meet to be granted full membership in a regulated profession or trade, with the associated right to practice or right to use a professional title.

- **Academic requirement:** The formal education, or equivalent, that is required for licensing or certification in a particular regulated profession or trade.
- **Experience requirement:** The experiential training or work experience that is required for licensing or certification in a particular regulated profession or trade.
- **Language requirement:** The level of language proficiency that is required for licensing or certification in a particular regulated profession or trade, and the language proficiency tests accepted in fulfillment of this requirement.

Third party service provider: An external organization that assesses applicant qualifications on behalf of the regulator.