

# Fair Registration Practices Report

## Nurses (2018)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

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## 1. Qualitative Information

### a) Requirements for registration, including acceptable alternatives

#### i. Describe any improvements / changes implemented in the last year.

No changes this year

#### ii. Describe the impact of the improvements / changes on applicants.

No changes this year

#### iii. Describe the impact of the improvements / changes on your organization.

No changes this year

### b) Assessment of qualifications

#### i. Describe any improvements / changes implemented in the last year.

In October 2018, the Canadian Nurse Practitioner Examination (CNPE) moved from a paper-based examination to computer-based examination (CBT).

#### ii. Describe the impact of the improvements / changes on applicants.

Applicants who attempt the exam on or after October 2018 will no longer take a paper exam; they will be required to complete the exam on a computer. Resources have been provided to enable applicants to prepare for such an exam. Content remains the same.

#### iii. Describe the impact of the improvements / changes on your organization.

We continue to monitor the impact of this change on our processes.

CNO is no longer responsible for booking an exam centre or invigilators for administration of the exam. The exam provider is responsible for the administration of the exam.

### **c) Provision of timely decisions, responses, and reasons**

#### **i. Describe any improvements / changes implemented in the last year.**

##### **Online Applicant Portal**

In September 2018, CNO implemented an online portal for Ontario, Canadian and internationally educated applicants that replaces most of our paper application processes. This is part of a broader initiative to upgrade our technology and business processes so we can offer more efficient services and reduce paper.

The online portal is available in English and French. Key transactions that applicants can do through the self-service platform include:

- set up an account and submit their applications online;
- update their personal information (for example: address, email);
- pay fees and print receipts;
- schedule exams and request accommodations;
- upload documents when completing an initial application (i.e. authorization to work document);
- receive a message in the message centre where CNO posts notices relevant to their application; and
- view correspondence relevant to the application about updates and required next steps.

For further information, please visit:

- <http://www.cno.org/en/trending-topics/applying-to-the-college-online/frequently-asked-questions/>
- <http://www.cno.org/en/trending-topics/applying-to-the-college-online/helpful-hints/>

##### **Electronic Police Criminal Record Check**

In October 2018, CNO moved to an electronic police criminal record check process. Applicants log in to a third party portal (*MyBackCheck*) to request a police criminal record check and have it sent directly to CNO. For further information, please visit:

- <https://www.cno.org/en/become-a-nurse/registration-requirements/past-offences-and-findings--health-and-conduct/past-offences-and-findings/police-criminal-record-check/>

We remain committed to enhancing applicants' experience with CNO.

#### **ii. Describe the impact of the improvements / changes on applicants.**

##### **Online Applicant Portal**

Applicants experienced the following changes and improvements:

- Ability to create their own account and pay online at anytime and anywhere in the world.
- Less time spent in the administration components of the application process. The need for an applicant to spend time and money to mail certain paper documents with payment information has been eliminated (e.g. Application form, Registration form, Exam application form). There is no longer the need to wait up to 15 business days for CNO to process the various forms.

- Ability to view a “requirements” page within the portal showing applicants the status of each registration requirement as outstanding, met or expired, and expiry dates.
- Ability to view real time information about their application and make immediate decisions about next steps.
- A message centre in the portal that enables the following communication with the applicant:
  - Applicants immediately receive an email to let them know there is a message awaiting
  - a link to all correspondence is sent to an applicant via the message centre
  - applicants receive a notification when they are exam eligible, have exam results, or are eligible to register
- Improved record-keeping for applicant by providing a link to digitally imaged correspondence via the message centre. As well, the applicant retains access to this correspondence and can refer to it at any time.
- Increased speed at which applicants receive information about their file.
- Once an applicant, who has met all other requirements, receives notification of passing the exam, they can register within the same day via the online portal.

We received the following feedback in a survey completed in November 2018 by newly registered members:

- Of 369 respondents to a question about level of satisfaction, 356 indicated overall satisfaction with the online portal.
- Of 487 respondents to a question about creating an account for the online portal, 441 reported having no difficulty.
- Of 287 respondents to a question about creating an application through the portal, 271 reported that it was easy to create an application.
- Of 257 respondents to a question about registering for exams through the portal, 239 reported that it was easy to register for an exam.
- Of 259 respondents to a question about updating personal information through the portal, 252 respondents indicated that it was easy to update their personal information.
- Of 389 respondents to a question about how easy or difficult it was to use the portal’s message centre, 370 reported that it was easy.

### **Electronic Police Criminal Record Check**

Applicants experienced the following changes and improvements:

- An electronic police criminal record check can now be obtained online from anywhere in the world and sent to CNO directly within 48 hours.
- There is no longer a need to request a paper criminal record check from one of the various police agencies and wait varying timeframes, sometimes up to 6 weeks, to obtain one, and then mail it to CNO.

In a survey completed in November 2018, out of 85 respondents, 73 indicated it was easy to request a police criminal record check through the online portal.

We continue to monitor the impact of these changes on applicants.

### **iii. Describe the impact of the improvements / changes on your organization.**

CNO experienced the following impacts after the launch of the online applicant portal and electronic police criminal record check

- Decreased mailed paper correspondence and related costs.
- Positive environmental impact with reduced use of paper.
- Assurance that an applicant has obtained the police criminal record check from a validated third party.

We continue to monitor the impact of all these changes on our registration processes.

#### **d) Fees**

##### **i. Describe any improvements / changes implemented in the last year.**

CNO implemented the following change to fees (reflected as by-law changes):

- The application fee was increased from \$150 (\$169.50) to \$300.00 (\$339.00) for Canadian, internationally educated nurse, and Ontario applications effective July 17, 2018. It reflects the CNO's cost of assessing and processing applications.
- An exam cancellation fee of \$65.00 (\$73.45) was implemented in 2018 for Registered Practical Nurse applicants applying to write the Canadian Practical Nurse Registration Exam. It was implemented for exams written on or after September 2018. This increase reflects the cost incurred by CNO when an applicant registers for the exam and cancels after the deadline, or does not show up.

For further information, please visit:

- <http://www.cno.org/en/what-is-cno/regulation-and-legislation/by-laws/proposed-changes-fees/>

##### **ii. Describe the impact of the improvements / changes on applicants.**

CNO sets fees with the aim of cost recovery and fairness to all applicants. As a result:

- All Ontario, Canadian and IEN applicants who applied on or after July 17, 2018 would have paid the new application fee.
- Only those RPN applicants who register for the exam and either cancel or do not show up will be impacted by this new cancellation fee.

##### **iii. Describe the impact of the improvements / changes on your organization.**

The change reflected the need to cover:

- Increased administrative costs related to assessing applicants;
- Costs charged by the CPNRE exam provider to CNO every time an applicant cancels after a specific timeframe or does not show up for an exam. Historically, CNO has not recovered these costs from applicants, which is not in line with Council's principle that applicants pay the cost of their own application. Additionally, the number of applicants who cancel their exam has increased.

#### **e) Timelines**

##### **i. Describe any improvements / changes implemented in the last year.**

No changes this year

##### **ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**f) Policies, procedures and/or processes, including by-laws**

**i. Describe any improvements / changes implemented in the last year.**

- Online applicant portal and electronic police criminal record check changes as described in section (c) above.
- Fee by-law changes as described in section (d) above.

**ii. Describe the impact of the improvements / changes on applicants.**

- See section (c) about the applicant portal and the electronic police criminal record check above.
- See section (d) about fees above.

**iii. Describe the impact of the improvements / changes on your organization.**

- See section (c) about the applicant portal and the electronic police criminal record check above.
- See section (d) about fees above.

**g) Resources for applicants**

**i. Describe any improvements / changes implemented in the last year.**

CNO updated information for applicants on its website ([www.cno.org](http://www.cno.org)) about the following registration requirements:

1. In relation to the new online applicant portal, we provided the following information to applicants:
  - o an email to applicants with open applications
  - o information on our Facebook page with this message:
    - *“Great news! If you want to become a nurse in Ontario, you’ll be able to apply online starting later this month. Watch this space for updates: [www.cno.org/online-applications](http://www.cno.org/online-applications)”*
  - o messaging on our dedicated webpage for applicants
    - <http://www.cno.org/en/trending-topics/applying-to-the-college-online/>
  - o a link to the message from:
    - <http://www.cno.org/en/become-a-nurse/>
    - <http://www.cno.org/en/become-a-nurse/new-applicants1/ontario/beginning-the-application-process/>
    - <http://www.cno.org/en/become-a-nurse/new-applicants1/canada-outside-ontario/beginning-the-application-process/>
    - <http://www.cno.org/en/become-a-nurse/new-applicants1/nurse-practitioner/beginning-the-application-process/>
2. Application and exam fees – After evaluation fee by-law changes were approved by Council, we updated related information on:
  - o our fees page at:
    - <http://www.cno.org/en/become-a-nurse/application-membership-fees/>
  - o our RPN exam pages at:
    - <https://www.cno.org/en/become-a-nurse/entry-to-practice-examinations/rpn-exam/>
    - <https://www.cno.org/en/become-a-nurse/entry-to-practice-examinations/rpn-exam/faq-canadian-practical-nurse-registration-examination/>
3. Electronic Police Criminal Reference Check process – Information about the change to the electronic Police Criminal Reference Check process was provided as follows:
  - o announcements on our news page
    - <http://www.cno.org/en/news/2018/october-2018/important-notice--new-and-improved-police-criminal-record-check-process/>

- <http://www.cno.org/en/news/2018/november-2018/its-official--only-one-source-for-police-criminal-record-checks/>
  - email blast sent to applicants
  - updates to affected pages on our website
    - <https://www.cno.org/en/become-a-nurse/registration-requirements/past-offences-and-findings--health-and-conduct/past-offences-and-findings/police-criminal-record-check/>
    - <http://www.cno.org/en/become-a-nurse/registration-requirements/past-offences-and-findings--health-and-conduct/past-offences-and-findings/>
- 4. In response to applicant feedback that the information was not easy to find on the website, we updated information about “what is nursing practice” under the Evidence of Practice page:
  - <https://www.cno.org/en/become-a-nurse/registration-requirements/evidence-of-practice/>
- 5. To make sure every page in our registration section is available in English and French, we conducted a full review of all nine pages and numerous subpages in the “Become a Nurse” section (<http://www.cno.org/en/become-a-nurse/>). We then updated outdated sections and translated all missing French pages.
- 6. The National Council of State Boards of Nursing (NCSBN) developed a practice test for the NCLEX-RN exam in both English and French. The test provides nursing applicants with a realistic examination day experience. To inform applicants, we posted information on our website at:
  - <http://www.cno.org/en/news/2018/july-2018/new-practice-exam-for-nclex-rn-writers/>

**ii. Describe the impact of the improvements / changes on applicants.**

The resources we provided to communicate improvements and changes were aimed at improving applicants’ understanding of CNO processes (and any changes to the processes) through consistent and clear communication. This helped to ensure we were transparent about the changes.

**iii. Describe the impact of the improvements / changes on your organization.**

The additional information and changes helped CNO to support effective and transparent communication with applicants.

In a survey completed in November 2018, 348 newly registered members rated their level of satisfaction with information on CNO’s website as follows:

- 300 indicated that the information was comprehensive
- 293 indicated the information was easy to understand
- 299 indicated that the information was helpful
- 278 indicated that the information was easy to find.

**h) Review or appeal processes**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**i) Access to applicant records**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**j) Training and resources for registration staff, Council, and committee members**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**k) Mutual recognition agreements**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**l) Other (include as many items as applicable)**

**i. Describe any improvements / changes implemented in the last year.**

Already covered in previous sections

**ii. Describe the impact of the improvements / changes on applicants.**

Already covered in previous sections

**iii. Describe the impact of the improvements / changes on your organization.**

Already covered in previous sections

**Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year**

No changes this year

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## 2. Quantitative Information

### a) Languages

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes

Other (please specify)

Additional comments:

### b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	1895
Female	12404
None of the above	1

Additional comments:

### c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	14969
Female	167376
None of the above	1

Additional comments:

### d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.



Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			India 2574		
			Philippines 1637		
			Nepal 96		
			Iran 46		
			Nigeria 46		
			Israel 30		
			Jamaica 24		
			Korea 24		
			U.K. 23		
			China 22		
			Australia 19		
			Pakistan 18		
			Ghana 13		
			Jordan 12		
			Lebanon 10		
			Japan 8		
			France 7		
			United Arab Emirates 7		
			Brazil 5		
			Finland 5		
			Thailand 5		
8737	728	123	Ukraine 5	2	14300
			Ethiopia 4		
			Albania 3		
			Colombia 3		
			Hong Kong 3		
			Ireland 3		
			Kenya 3		
			Malaysia 3		
			Romania 3		
			Singapore 3		
			Chad 2		
			Egypt 2		
			Haiti 2		
			New Zealand 2		
			Palestinian Territory, Occupied 2		
			Rwanda 2		
			Sri Lanka 2		
			Switzerland 2		
			Zimbabwe 2		
			Algeria 1		
			Antigua And Barbuda 1		
			Armenia 1		
			Bahamas 1		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Bangladesh 1		
			Barbados 1		
			Bulgaria 1		
			Burkina Faso 1		
			Chile 1		
			Czech Republic 1		
			Denmark 1		
			Greece 1		
			Italy 1		
			Kazakhstan 1		
			Macedonia, The Former Yugoslav		
			Mauritius 1		
			Morocco 1		
			Peru 1		
			Poland 1		
			Russia 1		
			Saint Vincent And The Grenadines		
			S Arabia 1		
			Slovakia 1		
			Sweden 1		
			Trinidad 1		
			Turkey 1		
			Uganda 1		
			Zambia 1		
			Total 4710		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

**e) Jurisdiction where applicants who became registered members obtained their initial education**

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			India 929		
			Philippines 667		
9854	710	110	Iran 54	0	12557
			Pakistan 28		
			Israel 23		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Nepal 23		
			Jamaica 22		
			Nigeria 20		
			Australia 13		
			U.K. 12		
			Kenya 11		
			China 8		
			Korea 8		
			France 7		
			Jordan 4		
			Singapore 4		
			Brazil 3		
			Japan 3		
			Lebanon 3		
			Taiwan, Province Of China 3		
			Bulgaria 2		
			Colombia 2		
			Egypt 2		
			Ireland 2		
			Moldova, Republic Of 2		
			Switzerland 2		
			Ukraine 2		
			United Arab Emirates 2		
			Zaire 2		
			Antigua And Barbuda 1		
			Belarus 1		
			Belgium 1		
			Bosnia And Herzegovina 1		
			Cameroon 1		
			Congo, The Democratic Republic 1		
			Côte D'ivoire 1		
			Cuba 1		
			Eritrea 1		
			Finland 1		
			Haiti 1		
			Hong Kong 1		
			Hungary 1		
			Iraq 1		
			Italy 1		
			Macedonia, The Former Yugoslav 1		
			Qatar 1		
			Romania 1		
			Russia 1		
			Sweden 1		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Total 1883		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

**f) Jurisdiction where members were initially trained**

Indicate the total number of registered members by jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Philippines 6577		
			India 5100		
			U.K. 1318		
			Poland 551		
			Iran 498		
			Hong Kong 474		
			China 462		
			Jamaica 423		
			Russia 403		
			Macedonia, The Former Yugoslav 318		
			Israel 304		
			Romania 283		
			Pakistan 262		
			Nigeria 233		
152046	8931	1602	Korea 192	132	182346
			Australia 129		
			Lebanon 118		
			Ghana 85		
			S. Africa 85		
			Guyana 83		
			Germany 80		
			Jordan 73		
			Sri Lanka 72		
			Trinidad 66		
			Ukraine 66		
			Czech Republic 65		
			Nepal 61		
			Ireland 59		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Kenya 58		
			Colombia 53		
			Haiti 47		
			Ethiopia 43		
			Netherlands 43		
			Hungary 42		
			Japan 42		
			France 40		
			Taiwan, Province Of China 36		
			Brazil 34		
			New Zealand 30		
			Peru 30		
			Bulgaria 28		
			Singapore 28		
			United Arab Emirates 27		
			Zimbabwe 27		
			Italy 25		
			Belgium 20		
			Sweden 20		
			Albania 18		
			Cuba 17		
			Finland 17		
			Serbia 17		
			Switzerland 17		
			Portugal 15		
			Barbados 14		
			Uganda 14		
			Malaysia 13		
			Thailand 13		
			Cameroon 12		
			Grenada 12		
			Rwanda 12		
			Saint Vincent And The Grenadines 12		
			Chile 11		
			Egypt 11		
			Mauritius 11		
			Somalia 11		
			Turkey 11		
			Zambia 11		
			Norway 10		
			Uruguay 10		
			Austria 8		
			Bosnia And Herzegovina 8		
			Croatia 8		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Moldova, Republic Of		8
			Greece		7
			Tanzania, United Republic Of		7
			Afghanistan		6
			Belarus		6
			Burundi		6
			Denmark		6
			Mexico		6
			Saint Lucia		6
			Sierra Leone		6
			Slovakia		6
			Uzbekistan		6
			Algeria		5
			Congo		5
			Ecuador		5
			El Salvador		5
			Iraq		5
			Kazakhstan		5
			Malta		5
			Venezuela		5
			Antigua And Barbuda		4
			Azerbaijan		4
			Botswana		4
			Congo, The Democratic Republic		4
			Morocco		4
			Nicaragua		4
			Zaire		4
			Argentina		3
			Bangladesh		3
			Côte D'ivoire		3
			Dominica		3
			Eritrea		3
			Fiji		3
			Iceland		3
			Latvia		3
			Lithuania		3
			Tunisia		3
			Bahamas		2
			Costa Rica		2
			Djibouti		2
			Georgia		2
			Kuwait		2
			Panama		2

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Puerto Rico 2		
			Qatar 2		
			Saint Kitts And Nevis 2		
			S Arabia 2		
			Spain 2		
			Sudan 2		
			Swaziland 2		
			Tajikistan 2		
			Armenia 1		
			Guatemala 1		
			Kyrgyzstan 1		
			Lesotho 1		
			Mongolia 1		
			Myanmar 1		
			Scotland 1		
			Total 19635		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

**g) Applications processed**

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>New applications received</b>	8737	728	123	4710	2	<b>14300</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	13906	1348	315	13331	5	<b>28905</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	939	306	118	3550	8	<b>4921</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	580	79	15	199	0	<b>873</b>
<b>Applicants who became FULLY registered members</b>	9854	710	110	1883	0	<b>12557</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	1422	9	2	5	0	<b>1438</b>



from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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<sup>1</sup> An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

**Additional comments:**

**h) Classes of certificate/license**

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	General Class	<p style="text-align: center;"><b>Description (a)</b></p> <p>Most nurses registered with the College belong to the <b>General Class</b>. Both Registered Nurses and Registered Practical Nurses belong in this class.</p>
b)	Extended Class (Nurse Practitioners)	<p style="text-align: center;"><b>Description (b)</b></p> <p>The Extended Class is for RNs who have additional education and clinical experience that allows them to practise as Nurse Practitioners. Members in this class have an expanded scope of practice, with the authority to diagnose, prescribe medication, perform procedures, and order and interpret diagnostic tests.</p>
c)	Non-Practising Class	<p style="text-align: center;"><b>Description (c)</b></p> <p>The Non-Practising Class is for members who want to remain College members at times when they are not practising nursing in Ontario.</p>
d)	Temporary Class	<p style="text-align: center;"><b>Description (d)</b></p> <p>The Temporary Class is an option for applicants who have met all the registration requirements for the General Class <i>except</i> completing the registration exam. Members in this class are allowed to practise under defined terms and conditions. They can join the General Class after they pass the exam.</p>

e)	Special Assignment Class	<p style="text-align: center;"><b>Description (e)</b></p> <p>The Special Assignment Class is a time-limited registration for nurses who have an appointment as an RN or RPN with an approved facility in Ontario. Members in this class can only practise within the scope of their appointment and only under defined terms and conditions.</p>
f)	Emergency Class	<p style="text-align: center;"><b>Description (f)</b></p> <p>The Emergency Assignment <b>Class</b> comes into force when the provincial government declares an emergency and asks the College to issue Emergency Assignment certificates of registration to qualified nurses.</p>

**Additional comments:**

**i) Reviews and appeals processed**

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee</b>	140	7	9	764	0	<b>920</b>
<b>Applicants who initiated an appeal of a registration decision</b>	4	0	1	3	0	<b>8</b>
<b>Appeals heard</b>	7	0	0	5	0	<b>12</b>
<b>Registration decisions changed following an appeal</b>	0	0	0	1	0	<b>1</b>

**Additional comments:**

**j) Paid staff**

In the table below, enter the number of paid staff employed by your organization in the categories shown, on

December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

<b>Category</b>	<b>Staff</b>
<b>Total staff employed by the regulatory body</b>	280
<b>Staff involved in appeals process</b>	4
<b>Staff involved in registration process</b>	41

**Additional comments:**

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### 3. Submission

**I hereby certify that:**

**Name of individual with authority to sign on behalf of the organization:**

Anne Coghlan

**Title:**

Executive Director and CEO

**Date:**

2019/02/28

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