














Action Plan: College of Registered Nurses of Manitoba (CRNM)

✓ Complete

In response to the Fairness Commissioner's recommendations, the College of Registered Nurses of Manitoba has developed the following Action Plan as of March 2012.

OMFC Recommendations		Action Plan	Status as of May 2016
1.	That expiration policies for language tests, regulatory history and criminal record checks be reconsidered;	We will continue to monitor our expiration policies on a regular basis and will adjust when reasonable and necessary. <i>May 2016 Note:</i> <i>These documents are required to be current at three points in the registration process: application, to the College, exam registration and registration with the College. This is stated in the handbook located on our IEN webpage:</i> https://www.crnmb.ca/uploads/ck/files/1EN%20Application%20Process%202016.4.pdf	✓ May 2016
2.	That the previous registration requirement be removed;	The CRNM Board of Directors will continue to monitor its policy that deals with extraordinary circumstances which may prevent a person from obtaining a copy of their verification of registration. We have a statutory mandate to request verification of registration.	
3.	That the new, higher application processing fee for IENs be reviewed to ensure it does not exceed cost-recovery;	We will continue to review the IEN application fee each year to ensure that it does not exceed cost recovery and that it adequately covers the cost of processing IEN applications.	✓
4.	That the College's Substantive Equivalence Assessment of qualifications be made more transparent, making explicit:		
	a. the academic standard employed;	a. We will make available our academic standard (as per our policy) in the Internationally Educated Applicant (IEN) portion of our website. <i>May 2016 Update:</i> The academic standard is stated in the handbook located on our IEN webpage: https://www.crnmb.ca/uploads/ck/files/1EN%20Application%20Process%202016.4.pdf	✓ May 2016
	b. the criteria for the assessment of work experience;	b. We will review our website to ensure that it is clearly stated that IEN applicants will undergo both an evaluation of their academic and work experience as well as a clinical competence assessment. <i>May 2016 Update:</i> <i>It is clearly stated that IENs will undergo both an evaluation of their academic and work experience, as well as a clinical competence assessment (if eligible) in the handbook located on our IEN webpage:</i> https://www.crnmb.ca/uploads/ck/files/1EN%20Application%20Process%202016.4.pdf	✓ May 2016
	c. detailed reasons explaining how an applicant's work experience and academic qualifications have been assessed.		-
5.	That a formal strategy be implemented to develop a knowledge base to support substantive equivalence determinations;	<i>May 2016 Update:</i> <i>This work is undertaken by CGFNS as part of the National Nursing Assessment Service (NNAS) application process.</i>	✓ July 2014
6.	That the 14 year (primary, secondary, and post-secondary) criteria in the academic standard be revised to remove the primary and secondary requirement;	We will revise our policy to reflect the requirement that applicants must have completed a minimum of two years of post-secondary nursing education which meets our requirements related to hours of theory and clinical practice. <i>May 2016 Update</i> <i>Our policy in this regard is outlined in the handbook for IENs, located on our website</i> https://www.crnmb.ca/uploads/ck/files/1EN%20Application%20Process%202016.4.pdf	✓ June 2014

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7.	That the College provide applicants detailed results of the Clinical Competence Assessment at the Health Sciences Centre;	We will provide applicants with more detailed results from their Clinical Competence Assessments. <i>May 2016 Update:</i> We have a new clinical competence assessment provider (University of Manitoba Faculty of Nursing). We are working with the psychometrician to improve the process and expand the data bank. Any IEN may meet with a member of our registration department to review their assessment report	 Jan. 2016
8.	That communications policies be reviewed to ensure their effectiveness for applicants; especially for those who have difficulties with third parties or who will require bridging and a longer period to be registered;	We will review and revise the information on our website and in our communication with individual applicants to ensure that we make clear the anticipated length of time for the application and registration processes. <i>May 2016 Update</i> All applications go through NNAS. The information can be found in the frequently-asked-questions portion of the NNAS website http://www.nnas.ca/fag/	
9.	That a form of supervised practice be introduced that allows IENs the ability to make up gaps in practice;	We will work with Manitoba Health and Red River College to determine both fiscal and academic capacity in the system for a supervised practice program for IENs. <i>May 2016 Update:</i> There is no system capacity to institute this recommendation for all IENs. The Bridging Program for Internationally-Educated Nurses (BPIEN) program has a supervised clinical practice component, where applicable.	
10.	That the College work with the National Body subjecting the National Exam to a cultural review and allow for partial recognition for sections of the exam;	The national exam is subject to a cultural review. As it is a comprehensive exam and does not have discrete sections, it is not possible to allow for partial recognition of sections of the exam. <i>May 2016 Update:</i> We have since moved to the NCLEX-RN examination. It has been extensively tested for reliability and validity. As well, there is Canadian input at every step of the process of exam development.	
11.	That the College develop and implement a proper appeal process;	The College will develop and implement an arms-length appeal process for IENs. <i>May 2016 Update:</i> The College has worked with the clinical competence assessment provider to determine a process for questions from applicants. Denial of registration may be appealed to the Board of Directors of the College of Registered Nurses of Manitoba.	
12.	That the College develop a dedicated pre-appeal strategy;	We will formalize the current pre-appeal process of meeting with the Director, Regulatory Services or the Executive Director. <i>May 2016 Update:</i> This is in place. Applicants may meet with a registration advisor, may ask to meet with the Manager of Registration, then the Director of Registration and Professional Conduct and, finally, the Executive Director.	 May 2016
13.	With respect to the assessment and registration information provided by the College, that:		
a.	an orientation be introduced about the use and variety of registration documents that applicants need to understand, including in-person orientation session for IENs;	We will prepare a PowerPoint presentation regarding our registration process and will post it on our website. We will also make clear that applicants are always welcome to contact our registration personnel for assistance with the application process, and are welcome to meet with our registration staff in person to receive clarification and assistance. <i>May 2016 Update:</i> This information is all available on our website https://www.crnmb.ca/applicants/internationally-educated-nurses We are working to revise the PowerPoint presentation that had previously been available.	 2016
b.	the timelines for the College's assessment of qualifications and the time to secure a Clinical Competence Assessment spot be made clear;	We will make clear the timelines associated with our qualifications and clinical competence assessment processes. <i>May 2016 Update:</i> When applicants make an appointment with the clinical competence assessment centre, they are advised of the earliest appointment available.	 Feb. 2016

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c.	more information be provided about the range of time and cost that the assessment and registration may take;	We will provide more information regarding the range of time and costs associated with the clinical competence assessment, bridging program and registration. <i>May 2016 Update:</i> <i>This information is indicated, where possible, in the IEN handbook available on our website:</i> https://www.crnmb.ca/uploads/ck/files/IEN%20Application%20Process%202016.4.pdf	 May 2016
d.	information be provided about the likelihood of re-submitting documentation and how to plan to avoid this situation;	We will provide information regarding the potential for expiry of some documents and how best to deal with this situation. We will continue to advise applicants when their documents are approaching their expiry dates. <i>May 2016 Update:</i> <i>These documents are required to be current at three points in the registration process: application, to the College, exam registration and registration with the College. This is stated in the handbook located on our IEN webpage:</i> https://www.crnmb.ca/uploads/ck/files/IEN%20Application%20Process%202016.4.pdf <i>A registration advisor will contact applicants to advise them that their documents are about to expire.</i>	 May 2016
e.	better information be provided about role and use of the employment history form;	We will provide information regarding the role and use of the employment history form. <i>May 2016 Update:</i> <i>This information can be found in the IEN handbook on our website:</i> https://www.crnmb.ca/uploads/ck/files/IEN%20Application%20Process%202016.4.pdf	 May 2016
f.	clear information be provided about the possibility of registration for IENs without past work experience;	We will provide information regarding registration of IENs with no past work experience. <i>May 2016 Update</i> <i>Work experience has not historically and is not currently necessary to apply for registration, and nowhere is it stated as a requirement.</i>	
g.	information be provided about alternative documentation and access to records;	We will advise applicants who are unable to produce academic or registration verification documents that alternative documentation may be accepted on a case-by-case basis and only in extenuating circumstances. <i>May 2016 Update</i> <i>We have always had a Board policy which deals with these instances.</i>	
h.	the CELBAN be better promoted in the registration information as the preferred language assessment for IENs;	We are unable to promote CELBAN as a preferred language assessment. We believe it is only fair to offer options to applicants, provided they are all able to measure language ability to the extent we require.	
i.	the National Body's "Candidate Performance Profile" be subject to a plain language treatment and an introduction that explains how to read and make use of the report be introduced;	There are many resources related to the NCLEX-RN examination. This information is currently provided in the letter attached to the performance profile which is sent to candidates who were unsuccessful on an exam attempt. <i>May 2016 Update:</i> <i>There are many resources available for NCLEX-RN candidates on the National Council of State Boards of Nursing (NCSBN) website, and is referred to in our letter to candidates.</i>	
j.	The applicant instruction and requirement pages be re-written to convey a more welcoming tone;	We will review the instruction and requirements page to ensure that the information provided is transparent and in plain language. <i>May 2016 Update:</i> <i>Our communications specialists are educated in plain language methods. They review all resources on our website through a plain language lens.</i>	
14.	That the College's policy of discarding incomplete applications and the communication around incomplete applications be reconsidered;	The College will continue to review its policy with regard to incomplete applications to ensure that it is reasonable and fair. <i>May 2016 Update:</i> <i>The timeframe for application expiration is clearly outlined on our website. Registration advisors contact applicants to advise them when the expiration date is approaching.</i>	
15.	That the College work in partnership with other stakeholders to develop exam preparation support and workshops for IENs;	CRNM is willing to provide input to stakeholders regarding exam preparation workshops. <i>May 2016 Update:</i> <i>NCLEX-RN resources are on the website and updated as needed.</i>	 January 2015

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<p>16. Sufficient demand notwithstanding, that the College work with MB Health to bring the Clinical Competence Assessment to rural communities;</p>	<p>We will work with Manitoba Health to examine ways in which the Clinical Competence Assessment might be extended to rural communities.</p> <p><i>May 2016 Update:</i> <i>We have worked with Manitoba Health and Regional Health Authorities to expand the Bridging Program for Internationally-Educated Nurses to rural areas. This was determined to be the more pressing need.</i></p>	<p>✓ January 2016</p>
<p>17. That the College broaden its immigration requirement, accepting letters of interest from employers, and that the College consult with the RHAs to discuss solutions that will enable them to attract and recruit IENs.</p>	<p>CRNM will continue to work with federal and provincial immigration departments and employers to determine whether there are mutually acceptable solutions.</p> <p><i>May 2016 Update:</i> <i>CRNM has had a pivotal role in the success of the rural BPIEN pilot project designed to recruit IENs to regions that need them most.</i></p>	<p>✓ January 2016</p>