






## Action Plan: College of Registered Psychiatric Nurses of Manitoba (CRPNM)

 Complete

In response to the Fairness Commissioner’s Recommendations, the College of Registered Psychiatric Nurses of Manitoba proposed the following action plan as of July 2013.

OMFC Recommendation	Action Plan	Status as of May 2016
1.	<b>With regard to the assessment and registration information, that CRPNM provide clear, complete and accurate information about:</b>	
a.	<p>Graduate registration in the information dedicated for internationally educated psychiatric nurses (IEPNs);</p> <p>The section of the CRPNM website that is dedicated to Internationally Educated Psychiatric Nurse (IEPN) applicants already includes information about Graduate registration under the link titled “Registration.” Graduate registration is briefly explained. The page also includes direction for IEPNs who have not yet arrived in Canada.</p> <p>The CRPNM acknowledges that the Graduate registration information found on the pages designed for Canadian applicants is clearer and more complete. On that basis, the CRPNM will update the graduate registration information on the IEPN pages so that similar information can be easily found.</p>	 Dec. 2013
b.	<p>Assessment result timelines and more elaborate time range information;</p> <p>The RPN Guide was initially developed in collaboration with the Department of Immigration and, later with the OMFC. Consultation with a communications/marketing/design company was facilitated through the OMFC in 2011/2012. During that time, there were several conversations about how to best represent a realistic time line for the assessment and registration processes. The RPN Guide was published in May of 2012 after extensive consultation and collaboration.</p> <p>Acknowledging that this representation may no longer meet the OMFC requirements, the CPRNM will include an update of the timelines section in its overall action to review and update the RPN Guide.</p>	 Dec. 2013
c.	<p>Access to records and the possibility of alternative documentation.</p> <p>The CRPNM will include a statement on the website with respect to the possibility for alternative documentation.</p> <p>The CRPNM will ensure that the information on the website is complemented by appropriate policies. This will include policies related to alternative documentation and *a policy on access to records*.</p> <p>*No immediate plans for adding access to records information on the CRPNM website.</p>	 Dec. 2013
2.	<p>That the CRPNM update the RPN Guide with respect to financial support opportunities and the fee for the Registered Psychiatric Nurses of Canada</p> <p>The CRPNM will undertake a review of the RPN Guide in consultation with our Immigration and OMFC partners. The CRPNM will update any relevant assessment and registration information and will ensure that the fees in the RPN guide are current. The CRPNM will consult with the department of Immigration and the OMFC for current and accurate information regarding financial and other supports available to IEPNs.</p> <p><b>May, 2016:</b>  <b>The CRPNM and OMFC made a joint decision to remove the RPN Guide from the CRPNM website as extensive revisions were required to the immigration information (for e.g. the guide referenced a</b></p>	

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Examination.	<p><b>program that no longer existed).</b></p> <p><b>The section on the CRPNM website for internationally educated applicants includes a section on “resources” that provides links to both the Immigrate Manitoba website and to Manitoba’s Nurses Recruitment and Retention fund website (financial support opportunities).</b></p> <p><a href="http://www.crpnm.mb.ca/internationally-educated-psychiatric-nurses/iepn-resources/">http://www.crpnm.mb.ca/internationally-educated-psychiatric-nurses/iepn-resources/</a></p> <p><b>This section of the website also has a menu item called “Registration Examination” which contains a link to detailed information about the RPNCE (the exam), including the exam fee.</b></p> <p><a href="http://www.crpnm.mb.ca/internationally-educated-psychiatric-nurses/iepn-examination/">http://www.crpnm.mb.ca/internationally-educated-psychiatric-nurses/iepn-examination/</a></p> <p><a href="http://www.crpnm.mb.ca/applicants/registration-exam/applying/">http://www.crpnm.mb.ca/applicants/registration-exam/applying/</a></p> <p><b>The CRPNM home page was recently updated to reflect a more contemporary design, to improve user navigation and to improve the College’s ability to highlight new information. The entire website was also coded to ensure that it is responsive and configured for mobile devices. CRPNM staff are able to publish updates immediately and, in this way, ensure current information.</b></p>	
3. <b>With respect to the appeal process, that the CRPNM:</b>		
a. Provide complete, clear and accurate appeal information in the registration material and in its assessment result letters, including timelines and the process to initiate appeal;	<p>The CRPNM will provide appeal information in the registration material by including a statement on appeals on the CRPNM website.</p> <p>The CRPNM currently provides applicants with information on its reconsideration process when it communicates a registration decision. The CRPNM will provide additional information about appeals by referring the applicant to the website and the Registered Psychiatric Nurses Act.</p> <p>The CRPNM will develop a fact sheet to outline the process and timelines for the appeal of registration decisions as outlined in the Registered Psychiatric Nurses Act. This will be complimented by registration policy development.</p> <p><b>Update May, 2016:</b></p> <p><b>A policy on appeal of registration decisions is pending approval by the Board of Directors.</b></p> <p><b>Applicants are provided with information about the reconsideration process when a registration decision is rendered. If, following reconsideration, the decision is unchanged, the applicant will be notified of their right to appeal consistent the provision of sections 11(1) to 12(4) of the <i>Registered Psychiatric Nurses Act</i>. Explicit information about the process and the timelines will be provided at that time.</b></p>	<p> Dec. 2013</p> <p> Dec. 2013</p>
b. Ensure the CRPNM Board of Directors has appropriate appeal training or access to appropriate	<p>The CRPNM Board of Directors is always interested in any education or training that would assist them in their roles and responsibilities to govern the organization and carry out the mandate of the Registered Psychiatric Nurses Act. While the Board is aware of their role as the appellant body for registration decisions, these types of appeals have been extremely rare. Irrespective of appeal training, the Board always has the option of accessing CRPNM legal counsel for advice in conducting an appeal.</p> <p>The CRPNM Governance Committee, responsible for identifying the Board’s education needs, will work with the</p>	

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<p>expertise to conduct an appeal.</p>	<p>Board to assess their current and ongoing education needs in this area. The Board will develop and implement an education plan considering issues related currency, sustainability and resources.</p> <p><b>May, 2016:</b></p> <p><b>In May 2016, the Board of Directors conducted an appeal under section 29(1) of the Registered Psychiatric Nurses Act. Legal counsel to the Board provided the Board with education regarding their role in the appeal process. While this appeal was not of a registration decision, the principles and process are substantively the same (with the exception of the timelines identified in sections 11(1) to 12(4) of the Registered Psychiatric Nurses Act).</b></p>	
<p>4. That CRPNM place a moratorium on the new, higher English and French language proficiency levels until such time as better research can be produced that warrants increasing the requirements and that CRPNM commit to resolve this issue.</p>	<p>The CRPNM is unable to comply with this recommendation at this time. The CRPNM provides the following clarifications and rationale:</p> <ul style="list-style-type: none"> <li>- A high degree of language proficiency (reading, writing, listening and speaking) is extremely important in providing safe psychiatric nursing care. The core of psychiatric nursing practice is therapeutic communication and the therapeutic relationship. The domains of emotion, behaviour and cognition are a major focus in psychiatric nursing practice and many psychiatric nursing interventions are performed through interaction with the client. The CRPNM understands that the relationship between language and communication is complex but believes language proficiency is foundational to communication.</li> <li>- In 2011, in an effort to achieve harmonization among and between the regulated nursing professions in Canada, the CRPNM reviewed, considered and accepted the language proficiency requirements recommended by the National Language Fluency Working Group (NLFWG). The NLFWG conducted a national standard setting exercise facilitated by language experts.</li> <li>- Approving the NLFWG recommendations did not raise the requirements for the CRPNM's IEPN applicants; it changed the tests that the CRPNM was using. Prior to this, the CRPNM was using TOEFL and TSE. The NLFWG recommended tests include more comprehensive testing in reading, writing, speaking and listening.</li> <li>- The vast majority of IEPN applicants apply for registration with the CRPNM while they are still in their home countries. For this reason, CELBAN is virtually unused for IEPN applicants coming to Manitoba.</li> <li>- Section 5(1) (d) of the Registered Psychiatric Nurses Regulation identifies that if the applicant's first language is not English or French, the applicant must be able to demonstrate ... appropriate skills in oral and written English and French. The CRPNM Board of Directors reviewed, considered and accepted the OMFC recommendations for revision to the definition of first language. The CRPNM notes, however, that there are ongoing issues to be resolved. In particular, self-declaration of first language cannot be verified. The only objective way to determine language proficiency would be through a language proficiency test.</li> </ul>	
<p>5. That the CRPNM implement a strategy to assess qualifications evident in professional work experience.</p>	<p>The Registered Psychiatric Nurses Act and regulation require that an applicant for initial registration who has not completed a program of psychiatric nursing education in Manitoba, complete a program of psychiatric nursing education that is deemed to be substantially equivalent to a psychiatric nursing education program offered in Manitoba. For this reason, education is the basis of the qualifications assessment process. Academic preparation is evaluated against the CRPNM's Guidelines for Education Assessment document.</p> <p>The CRPNM recognizes that there might be occasions where an assessment of the applicant's academic preparation is insufficient or impossible. The CRPNM further recognizes the need for competency based assessment models to compliment the assessment of academic preparation. To date, the CRPNM has had limited capacity to develop such models but expect to be in a better position to work towards the development of complimentary models and practices when the profession's new entry level competencies are completed in 2014.</p>	

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	<p>The CRPNM has and will continue to examine the issues and to explore possible options over the long term.</p> <p><i>May, 2016:</i></p> <p><b>No change from the previous update, which was, as follows:</b></p> <p><b>“In October of 2014, the RPNRC approved the new Entry Level Competencies. These were subsequently approved by the CRPNM as their own. The development of national entry level competencies is the foundation to exploring other competency based assessment models. The Canadian RPN regulators are examining the issue of qualifications related to professional work experience. This is a long term activity with significant resource implications.”</b></p>	