



ONA Education 2012

Information about ONA Programs and Workshops



Revised December 2011

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ONA Education Brochure 2012 – Basic Information

The Ontario Nurses' Association (ONA) is proud to launch its revised membership *Education Brochure* for 2012.

In this brochure, developed by ONA's Provincial Education Coordination Team (PECT), you will find information about existing workshops, new workshops and workshops in the development stage.

Workshops are organized into several sections in this brochure to help you more easily identify those that will meet your needs. The sections are:

Section 1: Running Your Union

Workshops in this section are designed to equip elected leaders, particularly Bargaining Unit leadership, Local Executives and their teams, with the knowledge, skills and ability to run effective and efficient Bargaining Units and/or Locals.

Section 2: Engaging Our Membership

These workshops are appropriate for all ONA members, whether they are part of the rank-and-file or elected ONA Representatives. We hope to rekindle their interest in becoming more active in ONA after having attended these workshops.

Section 3: Labour Relations – Servicing Our Members

These workshops are designed to provide elected Representatives with the knowledge, skills and ability to provide exceptional labour relations services to our members.

Section 4: Lecturettes

Lecturettes are designed to be one to two hours in duration and provide focused learning.

Section 5: Video Conference Workshops

These sessions are drawn from the full-day sessions with the same name and have been amended to fit the delivery model. Video workshops have a four-hour maximum duration.

Section 6: Modified Workshops

Modified workshops have been developed from the full-day sessions with the same name. Some of the learning points may not be covered in as much depth as the full-day session. The sessions are from three to four hours in duration.

Section 7: Teleconference Lecturettes

A limited number of lecturettes will be available in 2012 as a pilot project. The lecturettes being offered are foundation topics: *How to be a Great ONA Unit Representative*, *Professional Practice*, *Voting on Your Contract: The Ratification Process*, and the *Election Process*. These lecturettes will fit within the category of short "lunch and learn" formats for education.

Section 8: eLearning

This method of education delivery was launched in June 2010. It provides members with access to interactive education 24/7. The eLearning format can be completed at the member's pace, and at a time that is convenient to her or him.

This brochure is a work in progress. The contents will continue to be shaped as PECT creates new workshops, updates existing workshops and continues to respond to members' needs.

Local Coordinators will be notified as new workshops are introduced into our catalogue. The education section of ONA's website at www.ona.org is also updated on a regular basis.

Our goal is to provide accessible education that is current and relevant to members' needs. We hope this brochure helps to achieve this goal.

2012 Provincial Education Coordination Team

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Introduction

How the Workshop Calendar is Created

1. Local Coordinators (LCs) and Bargaining Unit Presidents (BUPs) consult with their members.
2. Each year, the President releases a memo stating when the education plans are due. Locals submit their education plans by the deadline to their regional Provincial Education Coordination Team (PECT) Prime, regional Vice-President, and the Vice-President who holds the education portfolio. This education plan should detail the education needs of members. See Appendix A for the education plan.
3. At the fall Area Coordinators Conferences (ACCs), the regional PECT Prime offers an overview of the requests provided in the education plans. The region offers additional input and feedback regarding the nature of the requests.
4. PECT Primes, in consultation with the full PECT group, develop the workshop calendar based on the education plans, input at the ACC and available resources.
5. Local Coordinators are accountable for submitting education plans. PECT attempts to meet as many requests as possible, resolving conflicting demands as best it can, and recommends an overall, coordinated plan to the Board of Directors in December. Requests received after the deadline will be scheduled as resources are available.

Registering Members for Existing Workshops in the Calendar

Any member can register for ONA education workshops. Nursing students who are members of the Canadian Nursing Students' Association (CNSA), Ontario Region, may also register for ONA workshops. Attendance for all workshops is free. To register, contact the appropriate PECT Prime (see page 11 for their contact information).

Please note, however, that compensation for attending workshops must be discussed with your Bargaining Unit President and/or your Local Coordinator prior to attending the workshop. If you are seeking compensation for attending the workshop, your registration must be approved by your Local Coordinator prior to submitting it to your region's Labour Relations Assistant (LRA).

Union members and/or Bargaining Unit Representatives: Please contact your Local Coordinator and/or PECT Prime in your region if you would like to register for a workshop.

Local Coordinators: Please forward registration forms by fax or e-mail to the LRA in the region where the workshop is scheduled by the registration deadline. We use the 3-2-1 formula:

- **3 stands for:** Three weeks before a workshop is the deadline for registration. If a workshop is in jeopardy before then, we will directly e-mail your regional Vice-President to rally members. Meanwhile, we will begin to modify the workshop if numbers are low.
- **2 stands for:** Two weeks before a workshop, we will send our request for materials to the Administrative Services Team, which requires advance notice to prepare mailings. We also need two weeks notice to change room bookings and beverages, or to cancel hotel rooms so we don't forfeit our deposit.
- **1 stands for:** One registration form. It's clean and crisp with clearly identified essential fields.

PECT lives by three C's*:

Cancel only if there are no registrants.

Coach if there is one or two.

Carry on with three or more.

**Note: There are two exceptions. The Communications: Tips and Tools workshop and Executive Skills II workshop require a minimum of 10 participants to be effective.*

Booking Video Conference Education

1. Refer to the Video Conference workshop and or lecturette descriptions outlined in the *Education Brochure* when considering education by video conference.
2. Local Coordinators will request video conference education sessions a minimum of 10 weeks in advance of the workshop date. The Local Coordinator, in collaboration with the PECT Prime, will identify all additional sites a minimum of six weeks in advance of the workshop. Factors to be considered include room size, number of people in the room, number of sites, and subject matter for video conference or lecturette.
3. To facilitate shipping of materials, registrations will be sent four weeks in advance of the workshop date.
4. Where there are no registrants for a predetermined site three weeks in advance of the workshop, the site will be canceled to avoid costs.
5. Where there are no registrants for any site three weeks in advance of the date of the workshop, all sites will be canceled.
6. The Local Coordinator and the PECT Prime will identify "member leads" for each site.
7. Materials may be shipped directly to members or the site.
8. Shipped materials will include a stamped addressed envelope for the return of evaluations forms/sign-in sheets, etc.

Note: From time to time PECT will schedule provincial video conference workshops based on identified needs. The principles above will apply.

Leadership Conference

The Leadership Conference will continue as a "leadership forum" in 2012. The target audience is new Bargaining Unit Presidents, ONA Representatives, new ONA Representatives and leaders. Each year, the President releases a memo regarding the expression of interest process and dates of the conference.

Contract Interpretation: The Hospital Central Collective Agreement

This program is designed to assist ONA representatives to further develop their skills in interpretation of the hospital collective agreement and their knowledge of it. Information regarding the expression of interest process and the dates of this workshop is released annually

by the President.

Education for New Bargaining Unit Presidents and Grievance Chairs

It is recommended that new Bargaining Unit Presidents register for any or all (depending on experience) of the following workshops: *Bargaining Unit Structure*, *How to be a Great ONA Unit Representative* and *Grievance Process*. For new Grievance Chairs, the following workshops are recommended: *Grievance Process*, *Rights Arbitration* and *How to be a Great ONA Unit Representative*.

New Bargaining Unit President and Grievance Chair Checklist

Should any of the recommended workshops not be offered within a reasonable amount of time, the Local Coordinator and/or Bargaining Unit President can contact their region's PECT Prime or LRA and request the *New Bargaining Unit President and Grievance Chair Checklist* workshop.

In this informal workshop of approximately four hours, the LRO servicing the Bargaining Unit or the PECT Prime takes the new Rep through a checklist of essential information about her or his role until she or he can access workshops. The *Service Delivery Manual* is provided.

Compensation for attendance at this workshop, if any, must be discussed with the Local Coordinator prior to registration.

Newly Organized Bargaining Units

Education plans must be developed in consultation with the Local Executive, as well as the regional Vice-President. For newly organized Bargaining Units, it is recommended that the Bargaining Unit leadership attend *How to be a Great ONA Unit Representative*, *Bargaining Unit Structure*, *Modified Negotiations* or *Negotiations* and/or *Grievance Process* workshops. Please review ONA Policy 25.3: *Negotiations: First Collective Agreement* or *Pay Equity*, and Policy 26.9: *Education Support Grant*.

Education for New Local Coordinators

It is recommended that new Local Coordinators attend the *New Local Coordinator* workshop, *Executive Skills I*, followed by *Executive Skills II*, and *Bargaining Unit Structure*. For new Local Coordinators with limited labour relations experience, labour relations workshops, such as *Grievance Process*, *Professional Responsibility Workload Reporting Process* and/or *How to be a Great ONA Unit Representative*, may also be helpful.

New Local Coordinator Checklist

Should any of the recommended workshops not be offered within a reasonable amount of time, the Local Coordinator can contact her or his region's PECT Prime or LRA and request the *New Local Coordinator Checklist* workshop.

In this informal workshop of approximately four hours, the LRO servicing the Bargaining Unit or the PECT Prime takes the new Rep through a checklist of essential information about her or his role, until she or he can access workshops. The *Service Delivery Manual* is provided.

For new Local Coordinators with limited labour relations experience, it may also be helpful in their mentoring role to attend the *New Bargaining Unit President and Grievance Chair Checklist*, should none of the above recommended labour relations workshops be scheduled within a

reasonable amount of time.

Benefits for Members

The *Regulated Health Professions Act* requires all regulated health professions to participate in a Quality Assurance Program (QAP). Several of ONA's workshops may help satisfy members' obligations under the College of Nurses of Ontario (CNO) QAP.

Other benefits of attending ONA education include:

- Gaining a better understanding of how the collective agreement and legislation impacts members' workplaces and work lives.
- Understanding ONA's governance structure at the provincial, Local and Bargaining Unit levels.
- Developing skills to enable members to take on leadership roles at the work unit, Bargaining Unit, Local and provincial levels.
- Developing the skills required to represent members in all aspects of service delivery so that members' rights are protected and their terms and conditions of employment adhere to the collective agreement.

Meeting Your Needs

PECT is committed to providing education that meets members' needs. Knowing specific learning needs helps to ensure the education offered is an appropriate fit for the learners.

To that end, we have adapted some of our full-day workshops into three-hour sessions (referred to as modified workshops) or one to two-hour lectures (referred to as lecturettes).

Let us know what your workplace concerns are and we will do our best to adapt our material to your members' needs.

Contact Information for PECT Primes and LRAs

ONA Telephone: (416) 964-8833

Toll-Free: 1-800-387-5580

Region	PECT Prime	Labour Relations Assistant
1	Pat Caldwell, Sudbury Press 6 and ext. 3123 patca@ona.org	Sharri-Anne Chevrier, Sudbury Press 6 and ext. 3128 sharric@ona.org
2	Donna Eberle, Kingston Press 2 and ext. 4028 donnae@ona.org	Megan Kirkpatrick, Kingston Press 2 and ext. 4032 megank@ona.org
3	Lorraine Harper, Toronto Press 0 and ext. 2236 lorraine@ona.org	Lynn Morra, Toronto Press 0 and ext. 2420 lynnm@ona.org
4	Helle Little, Windsor Press 9 and ext. 5226 hellel@ona.org	Jaclyn Hayes, Hamilton Press 9 and ext. 5022 jaclynh@ona.org
5	Michelle Brosseau, Windsor Press 9 and ext. 5224 michelleb@ona.org	Dawn Caille, Windsor Press 9 and ext. 5227 dawnc@ona.org

Region	PECT LROs	Labour Relations Assistant
N/A	Svetlana Lazareva, Toronto Press 0 and ext. 2347 svetlanal@ona.org	Lynn Morra, Toronto Press 0 and ext. 2420 lynnm@ona.org
N/A	Nick Bonokoski, Toronto Press 0 and ext. 2288 nickb@ona.org	Lynn Morra, Toronto Press 0 and ext. 2420 lynnm@ona.org

For education governance matters (e.g. education plans, funding, etc.), contact ONA's Vice-President, Education Portfolio:

Karen Bertrand
Press 0, ext. 7702
karenber@ona.org

Section 1: Running Our Union

Bargaining Unit Structure – One Day Workshop

In this workshop, the learner will:

- Outline ONA's governance structure, with a focus on the structure of the Bargaining Unit
- Create committee descriptions and role descriptions at the Bargaining Unit level
- Identify communication strategies, tools and reporting structure

Target members:

- New Bargaining Unit members in leadership positions (e.g. Grievance Committee, Human Rights, etc.).
- Novice Executive Committee members
- Bargaining Units emerging from trusteeship or wanting to clarify job descriptions
- Leadership teams of new Bargaining Units

Note: *This workshop is most effective when the entire Bargaining Unit leadership team attends.*

Communications: Tips and Tools – One Day Workshop (Workshop Title Change)

Note: *This workshop is ideal for any Bargaining Unit team or Local Executive team members who would like to improve their communication skills. For more information on this workshop, refer to Section 2, Communications: Tips and Tools.*

Executive Skills I – Two Day Workshop

In this workshop, the learner will:

- Outline ONA's governance structure at the Bargaining Unit, Local and provincial level and review the accountabilities of ONA-elected representatives at each level
- Review the purpose of Local policies, and the relationship between strategic planning and budgeting
- Develop a two-year planning line and a Local action plan
- Establish the relationship between meeting dates and how communication flows through the organization, as well as review parliamentary procedure
- Outline the stages of team development, role of leadership and the process for managing conflict

Target members:

- Local executive members

Note: *This workshop is most effective when the entire Local Executive attends.*

Executive Skills II – Two Day Workshop

In this workshop, the learner will:

- Identify her or his temperament style using the Personality Dimension Tool and appreciate other styles
- Identify the temperament styles of her or his team members
- Appreciate the strengths that each temperament style brings to the team

Target members:

- Local Executive members
- Bargaining Unit Leadership teams

Note: *Due to the nature of this workshop, please be advised that it requires a minimum of 10 participants. Ideally, this workshop should follow Executive Skills I and it is recommended that all members of the Local Executive attend this workshop.*

How to be the Best Bargaining Unit President – One Day Workshop

In this workshop, the learner will:

- Develop the knowledge, skills and abilities to improve mentorship skills
- Design strategies aimed at enlisting active Bargaining Unit Representatives

- Learn the top 10 tips for being the best, from some of the best
- Enhance speaking skills
- Be better able to think on her or his feet

Target members:

- Bargaining Unit Presidents
- Up-and-coming Bargaining Unit Presidents

Local and Bargaining Unit Succession Planning – One Day Workshop

In this workshop, the learner will:

- Review the accountabilities for the Local Executive team and Bargaining Unit leadership and use them as a tool in the succession planning process
- Learn how to mentor members
- Learn how to have difficult conversations
- Groom for success using practical new tools and build the confidence of our future leaders

Target members:

- Bargaining Unit Presidents
- Local Coordinators
- Local Executive and/or Bargaining Unit leadership members

New Bargaining Unit President Grievance Chair Checklist – Four Hour Workshop

In this workshop, the learner will:

- Review all required meetings as per ONA's Constitution
- Review *Service Delivery Guidelines*, with a special focus on the grievance process, workload complaint process and negotiations
- Review communication pathways regarding governance matters and labour relations matters

Target members:

- New Bargaining Unit Presidents and Grievance Chairs who are unable to enroll in one of the recommended workshops within a reasonable amount of time

New Local Coordinator Checklist – Four Hour Workshop

In this workshop, the learner will:

- Outline ONA's structure
- Outline communication pathways from the Bargaining Unit to the Board of Directors
- Review her or his accountabilities as a Local Coordinator and those of the Executive team
- Discuss her or his role at provincial meetings

Target members:

- New Local Coordinators who are unable to enroll in the *New Local Coordinators* workshop or *Executive Skills I* within a reasonable amount of time

Note: *This workshop is only recommended if Executive Skills I or the New Local Coordinators workshops are not scheduled within a reasonable amount of time. New Local Coordinators should also attend Bargaining Unit Structure and Executive Skills II workshops. If the new Local Coordinator has limited experience in labour relations, it may also be helpful to attend Grievance Process, Professional Responsibility Workload Reporting Process, and/or How to be a Great ONA Unit Representative. If these are not available within a reasonable amount of time, the New Bargaining Unit President and Grievance Chair Checklist workshop is recommended.*

New Local Coordinator Workshop – One Day Workshop

In this workshop, the learner will:

- Identify her or his information needs from the Bargaining Unit

- Examine systems of managing the information received
- Identify the role of Local Coordinator at provincial meetings
- Identify strategies to support effective communication

Target members:

- New Local Coordinators

Note: *This workshop will be offered again in 2013 during the week of the Treasurers Conference.*

Section 2: Engaging Our Membership

Communications: Tips and Tools – One Day Workshop (*Workshop Title Change*)

In this workshop, the learner will:

- Define communication
- Identify communication skills and apply them to convey information effectively
- Identify negative behaviours and how to overcome them
- Learn how to effectively communicate by e-mail and telephone

Target members:

- Local Executive and/or Bargaining Unit leadership team
- Front-line ONA members

Note: *Due to the nature of this workshop, please be advised that it requires a minimum of 10 participants.*

Membership Orientation – One Day Workshop

In this workshop, the learner will:

- Identify advantages of becoming a member with entitlements in the union
- Review the process to sign up members for entitlements
- Outline dues structure and ONA services
- Identify the Union Representatives to whom various labour relations issues should be referred

Target members:

- Any ONA Representatives who conduct union orientation for new members
- Unit Representatives
- Front-line ONA members

Building and Sustaining Mentoring Relationships – Four Hour Workshop

In this workshop, the learner will:

- Gain an understanding of the factors that contribute to a successful mentoring relationship
- Understand the roles and responsibilities of the mentoring partners
- Understand the mentoring process and the importance of formalizing it

Target members:

- Bargaining Unit Presidents
- Local Coordinators
- Local Executive and/or Bargaining Unit leadership and emerging leaders

Section 3: Labour Relations – Servicing Our Members

Attendance Management – One Day Workshop

In this workshop, the learner will:

- Identify the components of attendance management policies
- Develop strategies to address attendance management policies, including utilizing the *ONA Attendance Management Guide* as a resource
- Identify Union Representatives' accountabilities when representing members with matters related to attendance management, as well as the actions they must take in such representation

Target members:

- Grievance Chairs
- Return to Work Representatives
- Unit Representatives
- Front-line ONA members

Basic Introduction to the Human Rights Code – One Day Workshop

In this workshop, the learner will:

- Identify prohibited grounds under the *Ontario Human Rights Code*
- Identify discriminatory behaviour
- Define basic human rights and equity terminology
- Outline ONA's human rights policies
- Describe how one can use the collective agreement when responding to human rights issues

Target members:

- Front-line ONA members
- Bargaining Unit Representatives
- Human Rights and Equity Representatives

Disability Income Protection Plans (DIPPs) – One Day Workshop (*Workshop Title Change*)

In this workshop, the learner will:

- Communicate the purpose of DIPPs
- Differentiate between short-term disability (STD) plans
- List members' accountabilities if denied long-term disability (LTD)
- Explain the importance of having LTD benefits
- List the options for a member who is permanently disabled

Target members:

- Bargaining Unit Presidents
- Grievance Chairs
- Return to Work Representatives
- Unit Representatives

Note: *This workshop is best suited to Bargaining Unit Representatives with two to three years experience. It is advised members attend Navigating the Collective Agreement, Grievance Process and Rights Arbitration prior to registering for this workshop.*

Grievance Process – One Day Workshop

In this workshop, the learner will:

- Identify the role of the ONA Unit Representative and Grievance Committee in the grievance process
- Outline the grievance process
- Distinguish the dual obligations of nurse/allied health professional as union

representative and nurse/allied health professional as a regulated professional

Target members:

- Bargaining Unit Presidents
- Grievance Committee members
- Unit Representatives

Harassment, Mobbing and Bullying (Non Code) – One Day Workshop

In this workshop, the learner will:

- Distinguish between harassment that falls within the *Ontario Human Rights Code* and non-code harassment (i.e. bullying, mobbing)
- Describe the prevalence of bullying in nursing and its effects on the workplace
- Address non-code harassment
- Describe what unions can do to support their members experiencing harassment
- Evaluate case law regarding harassment issues
- Identify tactics used to bully union Reps

Target members:

- Human Rights and Equity Representatives
- ONA Representatives
- Front-line ONA members

Health and Safety – One Day Workshop

In this workshop, the learner will:

- Identify the role and responsibilities of the Health and Safety Committee outlined in the *Occupational Health and Safety Act*
- Identify occupational hazards and prevention strategies
- Note the components of a thorough workplace inspection
- Outline the internal responsibility system (IRS) as well as the return to work process

Target members:

- Health and Safety Representatives
- Return to Work Representatives
- Unit Representatives
- Bargaining Unit Presidents
- Members with an interest in health and safety

LEAP – One Day Workshop

In this workshop, the learner will:

- Receive an overview of the Legal Expense Assistance Plan (LEAP) and the work of the LEAP Team
- Learn about the governing legislation for the College of Nurses of Ontario
- Achieve a better understanding of the Complaints and Reports process for professional practice and incapacity issues, and the plan coverage for these matters
- Achieve a better understanding of the assistance provided by LEAP in coroners' investigations, inquests and criminal matters
- Learn about *Personal Health Information Protection Act* (PHIPA) proceedings and LEAP services for these proceedings
- Achieve a better understanding of her or his rights and responsibilities regarding critical incidents
- Receive information about appearing as a witness

Target members:

- Bargaining Unit Presidents
- Local Coordinators
- Local Executive members

- ONA members

Modified Negotiations – One Day Workshop

In this workshop, the learner will:

- Outline the negotiation process for all sectors
- Identify the Bargaining Unit Negotiation Committee's role and accountabilities
- Identify resources available to the committee while developing proposals
- Create proposals for the upcoming round of negotiations

Target members:

- Members on a Negotiation Committee

Note: *Generally, the servicing LRO facilitates this workshop. The morning of the workshop involves a review of the negotiation process, while the afternoon is spent writing proposals and identifying demonstrated rationale. It is highly recommended that the Bargaining Unit's entire Negotiation Committee participates in this workshop.*

Navigating the Collective Agreement – Two Day Workshop

Note: *This workshop is being revised and is anticipated to be a one day workshop in 2012.*

In this workshop, the learner will:

- Identify how various legislation impacts ONA members' rights in the workplace
- Outline standard clauses in the collective agreement
- Draft collective agreement provisions
- Review principles of contract interpretation, including provisions on bereavement leave, scheduling, job postings and probationary employees

Target members:

- Grievance Committee members
- Negotiation Committee members
- Bargaining Unit Presidents
- Unit Reps

Negotiations – Two Day Workshop

In this workshop, the learner will:

- Outline the negotiation process
- Write proposals
- Develop a communication plan designed to solicit feedback from members
- Identify Bargaining Unit priorities and communicate the status of negotiations to the membership
- Identify the value of a cohesive team

Target members:

- Bargaining Unit Presidents
- Members on a Negotiations Committee
- ONA Representatives
- Front-line ONA members interested in the negotiation process

Obligations in Representing Members under the Human Rights Code – One Day Workshop

In this workshop, the learner will:

- Identify what constitutes a complaint under the *Ontario Human Rights Code*
- Summarize the union's obligation to represent members on human rights matters
- Identify ONA policies that assist Representatives with representing members in human rights matters
- Determine what steps an ONA Rep must take when representing members in human rights matters

Target members:

- Bargaining Unit Presidents
- Grievance Committee members
- Human Rights and Equity Representatives
- ONA Representatives

How to be a Great ONA Unit Representative – One Day Workshop (*Workshop Title Change*)

In this workshop, the learner will:

- Identify the day-to-day tasks of the ONA Unit Rep in relation to her or his accountabilities
- List the advantages of membership and identify how the Unit Rep can assist her or his leadership in ensuring members sign membership cards
- Identify the committees in the Bargaining Unit and refer various labour relations matters to the appropriate committee
- Identify the Unit Rep's role in the grievance process and the workload reporting process

Target members:

- Unit Representatives
- Any novice ONA Representative at the Bargaining Unit or Local level, including Bargaining Unit Presidents
- Front-line ONA members interested in getting involved with the union

Professional Responsibility Workload Reporting Process – One Day Workshop

In this workshop, the learner will:

- Identify professional practice and/or workload issues and identify their root cause
- Work with College *Standards*
- Outline the Professional Responsibility Complaint (PRC) process
- Complete the PRC form
- Identify how to make the PRC process work in your unit

Target members:

- Professional Responsibility Workload Reporting Representatives
- Unit Representatives
- Bargaining Unit leadership
- Front-line ONA members who have workload issues on their units

Return to Work/Accommodation – One Day Workshop

In this workshop, the learner will:

- Identify common illnesses/injuries within ONA workplaces
- Identify legislation pertaining to return to work (RTW) in the workplace
- Identify barriers to accommodation in the workplace
- Learn the principles of RTW
- Identify the benefits of developing and implementing a modified RTW plan
- Learn how to represent members in RTW
- Identify how to deal with safety concerns in RTW

Targeted members:

- Return to Work Representatives
- Grievance Chairs
- Health and Safety Representatives
- Workplace Safety Insurance Representatives
- Bargaining Unit Presidents

Rights Arbitration – One Day Workshop (*New Workshop*)

In this workshop, the learner will:

- List laws that affect ONA members
- Define the Duty of Fair Representation
- Define the role and accountabilities of the Grievance Committee in rights arbitration
- Identify the activities required to improve the union's success at rights arbitration

Target members:

- Grievance Chairs and committee members
- Bargaining Unit Presidents

Supporting Members with Addictions – One Day Workshop

In this workshop, the learner will:

- Identify the nature of addiction problems
- Debunk myths and stereotypes
- Assist front-line members
- Understand union obligations in representing members with addictions

Target members:

- Return to Work Representatives
- Grievance Representatives
- Bargaining Unit Presidents
- ONA Representatives
- Front-line ONA members

Violence in the Workplace – One Day Workshop

In this workshop, the learner will:

- Define violence and explore how the *Ontario Human Rights Code* and the *Occupational Health and Safety Act* offer protection from violence
- Discuss practical strategies on how to deal with violence in the workplace
- Design a procedure related to the prevention of violence in the workplace by identifying policy language and submitting a Violence Hazard Recommendation letter to the employer

Target members:

- Bargaining Unit Presidents
- ONA Representatives
- Health and Safety Representatives
- Human Rights and Equity Representatives

Workplace Safety Insurance Board– One Day Workshop

In this workshop, the learner will:

- Identify the three pillars of the health care system
- Identify insurable injuries and illnesses under the *Workers' Safety Insurance Act (WSIA)*
- List *WSIA* benefits and services
- Learn how to file a claim and appeal
- Review the Early and Safe Return to Work process under the *WSIA*

Target members:

- WSI Representatives
- Return to Work Representatives
- Health and Safety Representatives
- Bargaining Unit Presidents
- Unit Representatives
- Front-line ONA members

Joint Health and Safety Committee – Three Hour Workshop (*New Workshop*)

In this workshop, the learner will:

- Explore the duties, powers and functions of the committee
- Understand the roles and responsibilities of the Joint Health and Safety Committee
- Examine the administrative processes of the Committee

Target members:

- All ONA members, particularly those who are part of the Joint Health and Safety Committee

Internal Responsibility System – Three Hour Workshop (*New Workshop*)

In this workshop, the learner will:

- Define the Internal Responsibility System
- Explore the roles and responsibilities of the employer, the Joint Health and Safety Committee and the worker
- Examine the characteristics of a successful Internal Responsibility System
- Explore the role of the Ministry of Labour within the Internal Responsibility System

Target members:

- All ONA members

Section 4: Lecturette Sessions

Lecturette sessions are one to two hours in duration. Currently, the following lecturette sessions are available:

Election Process at the Local Level – One Hour

In this lecturette, the learner will:

- Identify what positions exist at the Local Executive Committee level
- Identify what committees exist at the Bargaining Unit level
- Understand how the elections are timed
- Discuss the need for Local election policies
- Learn about the role of the Local Election Committee
- Examine the nominations and election process

Target members:

- Bargaining Unit Presidents
- Local Coordinators
- Local Executive and/or Bargaining Unit leadership members

Voting on Your Contract: The Ratification Process – One Hour (*Lecturette Title Change*)

In this lecturette, the learner will:

- Review the process for ratification as contained in the *Labour Relations Act*
- Identify the types of settlements requiring a ratification vote
- Understand the steps necessary to conduct a ratification vote, including who is entitled to vote
- Review ONA Policy 17.1: *Ratification of Negotiated Settlements*

Target members:

- Bargaining Unit Presidents
- Members of the Bargaining Unit Negotiation Team
- Local Coordinators
- Local Executive and/or Bargaining Unit leadership team members

Duty to Accommodate; Representing Members – 45-90 Minutes

In this lecturette, the learner will:

- Examine the duty to accommodate
- Understand the duties of each party in the accommodation process
- Review what a member must do when in need of accommodation

Targeted members:

- Return to Work Representatives
- Grievance Chairs
- Health and Safety Representatives
- Workplace Safety Insurance Representatives
- Bargaining Unit Presidents

Harassment, Mobbing and Bullying (Non Code) – 45-90 Minutes

In this lecturette, the learner will:

- Identify harassing behaviours
- Distinguish between harassment under the *Ontario Human Rights Code* and personal harassment
- Define personal harassment (non-code), including mobbing and bullying
- Identify strategies to respond to non-code harassment

Target members:

- Front-line ONA members

Professional Responsibility Workload Reporting Process – One Hour

In this lecturette, the learner will:

- Outline the ways the College of Nurses of Ontario's *Standards* support members' participation in the professional responsibility process
- Identify workload concerns and their impact on members, clients/patients, and the employer
- Outline the Professional Responsibility Complaint (PRC) process
- Engage members in the PRC process

Target members:

- Front-line ONA members

Professional Responsibility: Steps to Ensure Success When Meeting with the Employer – 90 Minutes

In this lecturette, the learner will:

- Receive an overview of legislation that affects nurses' professional practice
- Review the College of Nurses of Ontario's *Standards* that support workload and professional practice issues
- Identify evidence that supports recommendations at Agency/Association meetings
- Examine and explore the use of an action plan template to assist with presentation of information management
- Review the steps to effectively present workload issues to management

Target members:

- Bargaining Unit Presidents
- Members who sit on Agency/Association committees
- Grievance Representatives
- ONA Representatives

RN/RPN Scope of Practice – Three Hours

In this lecturette, the learner will:

- Define the role of the Registered Nurse (RN) and Registered Practical Nurse (RPN)
- Gain clarity on the similarities and differences of the roles
- Understand the three factors that determine the appropriate category of nurse assignment
- Understand the role and accountabilities of the "Nurse in Charge"
- Identify tools and resources available to assist with problem solving and decision making

Note: Upon request, this workshop can include the following additional learning points. Adding these learning points can add up to an extra hour to the workshop:

- Define the role of the RN, RPN and Unregulated Care Provider (UCP)
- Understand accountabilities when working with UPCs

Target members:

- Workload and Professional Responsibility Representatives
- Bargaining Unit Presidents
- Front-line ONA members, including those who are permanent or shift charge nurses

Understanding Conflict – 45 Minutes or Two Hours

In this lecturette, the learner will:

- Define conflict and its adverse effects
- Outline the stages of conflict and some behaviours that elicit resistance to resolving the conflict
- Identify behaviours and conditions required to effect a resolution to conflict

Target members:

- Front-line ONA members
- ONA Representatives

Joint Health and Safety Committee – 90 Minutes (*New Lecturette*)

In this workshop, the learner will:

- Explore the duties, powers and functions of the committee
- Understand the roles and responsibilities of the Joint Health and Safety Committee
- Examine the administrative processes of the committee

Target members:

- All members of ONA, particularly those members who are part of the Joint Health and Safety Committee

Internal Responsibility System – 90 Minutes (*New Lecturette*)

In this workshop, the learner will:

- Define the Internal Responsibility System
- Explore the roles and responsibilities of the employer, the Joint Health and Safety Committee and the worker
- Examine the characteristics of a successful Internal Responsibility System
- Explore the role of the Ministry of Labour within the Internal Responsibility System

Target members:

- All ONA members

Section 5: Video Conference Workshops

The following programs are available for delivery via video conference. These sessions have a four-hour maximum duration.

Note: Leaders may request two of the video conference sessions listed below if they require a full day of education.

Basic Introduction to the Human Rights Code – Four Hours

In this session, the learner will:

- Define human rights terminology, including discrimination and harassment under the *Ontario Human Rights Code* and non-code harassment
- Identify discriminatory and harassing behaviours
- Explain how to use the *Human Rights Code*, collective agreement and ONA policies to address human rights concerns

Target members:

- Front-line ONA members
- Bargaining Unit Representatives
- Human Rights and Equity Representatives

Grievance Process – Four Hours

In this session, the learner will:

- Define the grievance process
- Define the Duty of Fair Representation
- Describe the four types of grievances
- Outline the grievance process

Target members:

- Bargaining Unit Presidents
- Grievance Committee members
- Unit Representatives

Harassment/Bullying – Four Hours

In this workshop, the learner will:

- Identify the difference between harassment, mobbing and bullying that falls within and outside of the *Ontario Human Rights Code*
- Describe the prevalence of bullying in nursing and its effects on the workplace
- Identify strategies to respond and deal with harassing behaviours
- Identify how the union addresses harassment, mobbing and bullying

Target members:

- Front-line ONA members

New Bargaining Unit President Grievance Chair Checklist – Four Hours

In this workshop, the learner will:

- Review all required meetings as per ONA's Constitution
- Review *Service Delivery Guidelines*, with a special focus on the grievance process, workload complaint process and negotiations
- Review communication pathways regarding governance matters and labour relations matters

Target members:

- New Bargaining Unit Presidents and Grievance Chairs who are unable to enroll in one of the recommended workshops within a reasonable amount of time

Professional Responsibility Workload Reporting Process – Four Hours

In this workshop, the learner will:

- Outline the Professional Responsibility Complaint (PRC) process
- Use the College of Nurses of Ontario's *Standards* to support our PRC concerns
- Fill out the forms
- Learn how to become a PRC pro

Target members:

- Front-line ONA members

Violence in the Workplace – Four Hours

In this session, the learner will:

- Develop an increased awareness of the extent of violence and harassment in society and the workplace
- Define violence in the workplace
- Identify workplace violence risk factors
- Understand employees' rights to a safe and harassment-free workplace
- Discuss possible recommendations in the areas of modifying the environment, communications, security, education and training
- Review the role of the Joint Occupational Health and Safety Committee
- Develop an awareness of the components of a sound employer policy
- Develop a basic understanding of the union's responsibilities in the area of workplace violence

Target members:

- Bargaining Unit Presidents
- ONA Representatives
- Health and Safety Representatives
- Human Rights and Equity Representatives
- Front-line ONA members

The process to follow for securing video conference workshops is outlined on page 5.

Section 6: Modified Workshops

Modified workshops are also drawn from the full-day sessions with the same name. Some of the learning points may not be covered in as much depth as the full-day session. The sessions are from three to four hours in duration.

Attendance Management – Four Hours

In this session, the learner will:

- Identify components of a proper attendance management policy
- Develop strategies to deal with attendance management programs
- Describe the Union Representatives' accountabilities when representing members

Target members:

- ONA Representatives
- Front-line ONA members

Becoming a Union Activist – Three Hours

In this session, the learner will:

- Explain why people organize
- Explain how to reconcile unionism and professionalism

Target members:

- Front-line ONA members

Disability Income Protection Plans (DIPPs) – Three Hours (*Workshop Title Change*)

In this session, the learner will:

- Develop a basic understanding of the purpose of income protection plans, including the progression of income protection plans and why they are designed to be used in a specific sequence
- Understand the basic differences between the various types of short-term disability plans
- Understand the basics of Employment Insurance (EI) sick leave plans and permanent disability options through the Canada Pension Plan (CPP), the Healthcare of Ontario Pension Plan (HOOPP), and the Ontario Municipal Employees Retirement System (OMERS)
- Understand the basics of long-term disability plans
- Develop a basic understanding of the services ONA provides

Target members:

- Bargaining Unit Presidents
- Grievance Chairs
- Return to Work Representatives
- Unit Representatives

Harassment, Mobbing and Bullying (Non Code) – Three-and-a-Half Hours

In this workshop, the learner will:

- Distinguish between harassment that falls within the *Ontario Human Rights Code* and non-code harassment (i.e. bullying, mobbing)
- Describe the prevalence of bullying in nursing
- Explain non-code harassment in nursing and its effects on the workplace
- Describe what unions can do to support their members experiencing harassment
- Explain case law regarding harassment issues
- Identify bullying tactics of union reps

Target members:

- Front-line ONA members

Professional Responsibility Workload Reporting Process – Three Hours

In this workshop, the learner will:

- Discover the Professional Responsibility Complaint (PRC) process
- Work with College of Nurses of Ontario (CNO) *Standards*
- Outline the PRC process
- Identify how to make the PRC process work in your unit

Target members:

- Professional Responsibility Workload Reporting Representatives
- Front-line ONA members

Return to Work – Four Hours

In this session, the learner will:

- Understand the basics of modified, and early and safe return to work programs – what they are and why they are needed
- Examine the principles of a modified, and early and safe return to work program
- Appreciate the benefits of developing and implementing a modified, and early and safe return to work program
- Review the accountabilities related to return to work

Target members:

- Bargaining Unit Presidents
- Grievance Chairs
- Return to Work Representatives
- Unit Representatives

Section 7: Teleconference Lecturettes (New)

A limited number of lecturettes will be available in 2012 as a pilot project. These lecturettes will fit within the category of short “lunch and learn” sessions of approximately 45 minutes. The programs offered include:

How to be a Great ONA Unit Representative

Learning points include:

- Understanding ONA structure
- Understanding how dues support ONA services
- Referring labour relations matters in the Bargaining Unit
- Identifying the Unit Rep’s role in the grievance process
- Identifying the Unit Rep’s role in the workload reporting process

Professional Practice

Learning points include:

- Discovering the PRC process
- Reflecting on the College of Nurses *Standards* in relation to the PRC process
- Outlining the PRC process

Voting on Your Contract: The Ratification Process

Learning points include:

- Understanding what ratification is
- Understanding the obligations under the *Labour Relations Act*
- Review of ONA Policy 17.3: *Ratification of a Provincially Negotiated Settlement*
- Review of Policy 17.1: *Ratification of a Locally Negotiated Settlement*

Election Process

Learning points include:

- Understanding the Constitutional requirements regarding the election process
- Understanding the *Guide to Local Elections* and the steps to be taken at the Local and Bargaining Unit levels
- Understanding Local leadership accountabilities in the election process

Section 8: eLearning

This method of education delivery provides members with access to interactive education 24/7. The eLearning format allows members to complete the work at their own pace and at a time convenient to them. To access any of the following eLearning programs, go to: <http://www.ona.org/education/elearning.html>.

eLearning Modules

- Professional Responsibility Workload Reporting Process for Hospital Sector Nurses
- Professional Responsibility Workload Reporting Process for Homes Sector Nurses
- Professional Responsibility Workload Reporting Process for Public Health Sector Nurses
- Professional Responsibility Workload Reporting Process for Community Care Access Centre (CCAC) Nurses
- Professional Responsibility Workload Reporting Process for Allied Health Professionals

In each of the above eLearning modules, the learner will:

- Identify professional practice/workload problems and recognize the effect of those problems on the patient, staff and employer
- Understand the links between her or his regulatory College's *Standards* and responsible reporting of concerns related to professional practice and workload
- Develop an awareness of the importance of the nurse's role in the professional responsibility process, valuing the form as a tool to express concerns related to the inability to provide safe ethical quality patient care
- Understand and apply the professional responsibility process, including how to fill out and the steps necessary to advance the Professional Responsibility Workload Report form

Target members:

- Front-line ONA members

Note: *Each of the Professional Responsibility Workload Reporting Process eLearning modules is designed for nurses in specific sectors as well as our allied members. While the information varies by sector or by profession, the learning points for all workshops are the same.*

eLearning Platform – Video Lecturettes

ONA video lecturettes are also available on our eLearning website. They include:

- Conflict in the Workplace
- Duty to Accommodate
- ONA Professional Practice
- RN/RPN Scope of Practice (featuring the CNO's Three Factor Framework)
- How to be a Great ONA Unit Representative
- Voting on Your Contract: The Ratification Process

Additional eLearning Modules

Links to additional eLearning modules that may be of interest to ONA members are also available on our eLearning website. They include:

- Human Rights 101 – Ontario Human Rights Commission
- Disruptive Practitioner Behaviour – eWorkplace Health

Appendix A

Identifying Specific Education Needs in Your Local and Bargaining Unit

Education opportunities for **Local Coordinators** might include:

- Executive Skills I
- Executive Skills II
- New Local Coordinator Checklist
- New Local Coordinators Workshop (offered every other year during Treasurers Conference)
- Communications: Tips and Tools
- Local and Bargaining Unit Succession Planning

Education opportunities for **Treasurers** might include:

- Executive Skills I
- Executive Skills II
- Communications: Tips and Tools
- Local and Bargaining Unit Succession Planning

Education opportunities for **Secretaries** might include:

- Executive Skills I
- Executive Skills II
- Communications: Tips and Tools
- Local and Bargaining Unit Succession Planning

Education opportunities for **Bargaining Unit Presidents** might include:

- How to be a Great ONA Unit Representative
- Grievance Process
- Rights Arbitration
- Bargaining Unit Structure
- Professional Responsibility Workload Reporting Process
- Basic Introduction to the Human Rights Code
- Obligations in Representing Members under the Human Rights Code
- Harassment, Mobbing and Bullying (Non Code)
- How to be the Best Bargaining Unit President

Note: *If none of the above workshops is scheduled on the education calendar within the first six weeks of assuming the Bargaining Unit President position, contact your PECT Prime about scheduling a time to review the New Bargaining Unit President Grievance Chair Checklist.*

Education opportunities for **ONA Unit Representatives** might include:

- How to be a Great ONA Unit Representative
- Grievance Process
- Professional Responsibility Workload Reporting Process
- Bargaining Unit Structure
- Attendance Management

Education opportunities for **ONA Bargaining Unit Human Rights and Equity Representatives** might include:

- Basic Introduction to the Human Rights Code
- Obligations in Representing Members under the Human Rights Code

- Harassment, Mobbing and Bullying (Non Code)
- Violence in the Workplace
- Supporting Members with Addictions

Education opportunities for **ONA Health and Safety Representatives and/or Return to Work Representatives** might include:

- Health and Safety
- Modified Return to Work
- Violence in the Workplace
- Workplace Safety Insurance Board
- Disability Income Protection Plans (DIPPs)
- Annual ONA Health and Safety Caucus Education

Note: For more advanced education, access training through the Workers Health & Safety Centre.

Education opportunities for **ONA Grievance Committee Representatives** might include:

- How to be a Great ONA Unit Representative
- Grievance Process
- Rights Arbitration
- Bargaining Unit Structure
- Navigating the Collective Agreement
- Attendance Management
- Disability Income Protection Plans (DIPPs)
- Modified Return to Work
- Basic Introduction to the Human Rights Code
- Obligations in Representing Members under the Human Rights Code
- Harassment, Mobbing and Bullying (Non Code)
- Violence in the Workplace
- Supporting Members with Addictions

Note: If none of the above workshops is scheduled on the education calendar within the first six weeks of assuming the Grievance Chair position, contact your PECT Prime about scheduling a time to review the New Bargaining Unit President/Grievance Chair Checklist.

Education opportunities for **Workload and Professional Responsibility Representatives** might include:

- Professional Responsibility Workload Reporting Process
- RN/RPN Scope of Practice
- LEAP

Education opportunities for **Negotiating Committee** members might include:

- Modified Negotiations (One Day)
- Negotiations (Two Days)

Education opportunities for **Labour Management** members might include:

- Professional Responsibility Workload Reporting Process
- RN/RPN Scope of Practice
- How to be a Great ONA Unit Representative
- Grievance Process
- Communications: Tips and Tools

Education opportunities for **general interest/mobilizing members** might include:

- Professional Responsibility Workload Reporting Process

- How to be a Great ONA Unit Representative
- Attendance Management
- Basic Introduction to the Human Rights Code
- Harassment, Mobbing and Bullying (Non Code)
- LEAP
- Supporting Members with Addictions
- Violence in the Workplace
- Communications: Tips and Tools

Appendix B

Education Planning Template

The Education Planning Template for Locals to plan their education is located on the ONA website at <http://www.ona.org/education.html>. This is a seven-page document, which guides Local leaders through planning their education.

Appendix C

Process for Booking Teleconference Lecturettes

1. Refer to the available teleconference lecturette session descriptions outlined above.
2. Local Coordinators will request teleconference lecturettes a minimum of 10 weeks in advance of the workshop date. The request is sent to the PECT Prime for the Region.
3. Once the date of the teleconference lecturette has been established and posted on the web calendar, members may register by sending an e-mail to OLTIntake@ona.org. Members will be required to provide their name and ONA ID number. Once registered, the member will receive a response, which will include the telephone number to call, as well as the conference number to enter. Registration will be on a first come, first served basis. ONA reserves the right to limit the number of registrations.
4. PowerPoint slides of the presentation will be e-mailed to registrants prior to the scheduled date for the teleconference lecturette.
5. Where there are no registrants three weeks in advance of the date of the lecturette, the session will be canceled to avoid costs.