

# ONTARIO NURSES' ASSOCIATION

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## Education Brochure

May 1, 2018 - April 30, 2019



ONA is the union representing 65,000 registered nurses and health-care professionals, as well as more than 16,000 nursing student affiliates providing care in hospitals, long-term care facilities, public health, the community, clinics and industry.

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## An Introduction to ONA Education

This brochure has been developed by the Membership Education and Events Team (MEE Team), and provides you with information about ONA education offerings and what we have planned for the future. We continue to update education to respond to member needs, so please visit the Education page of ONA's website for the latest information and related documents.



### The Workshop Calendar

Available on ONA's website, the Workshop Calendar displays all scheduled education based on Education Plans submitted by Local Coordinators, as well as provincially planned education.

### The Benefits of Participating in ONA Education

- Gaining a better understanding of how the collective agreement and legislation impacts members' workplaces and work lives.
- Understanding ONA's governance structure at 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.

Other benefits of attending ONA education include:

The *Regulated Health Professions Act* requires all regulated health professionals 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.

### Education for Newly Organized Bargaining Units

In 2018, the MEE Team revised their workshop for newly organized Bargaining Units entitled, "You Chose ONA. Now What?" It is recommended that the leadership of a newly organized Bargaining Unit attend this workshop, as well as our "Preparing Your Team for Negotiations" workshop. Please review ONA Policy 25.3 – Negotiations: First Collective Agreement or Pay Equity, and ONA Policy 26.9 – Educational Support Grant for more information.



### Participating in ONA Education: How to Register and What to Expect

**Attendance at ONA workshops is free for all members and CNSA students!**

If you are interested in attending a workshop, please complete our Education Registration Form by the deadline date and submit it to the appropriate District Service Team Labour Relations Assistant (DST LRA).

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- The deadline date to register for a workshop is 3 weeks prior to the date of the workshop.
  - Our Education Registration Form can be found online.
  - Contact information for our DST LRAs is online, and in the 'Contact' section of this Brochure.

If you wish to obtain reimbursement for meals, accommodation, salary or travel (MAST) related to your attendance at a workshop, you must obtain approval from your Local prior to attending a workshop. Reimbursement for MAST is determined by your Local's policy. Please contact your Local Coordinator for funding approval.

If you are not seeking funding for your participation in an ONA workshop, letting your Local know of your interest in ONA education is a great idea – this helps them know who in their membership is informed, could be a potential resource and who they could source for succession planning!

ONA workshops are available to non-ONA members upon invitation by the Local at a cost of \$100 per person, per day.

Workshops are designed to hold 25 members. A workshop that is full will be noted as such in the online Education Calendar.

Coffee and tea are provided at workshops that are a half day or more in duration. Lunch is not provided.

The MEE Team is responsible for the logistics of the workshop. This includes booking the location, audio/visual equipment, coffee and tea at breaks (if applicable), and providing participant materials. It is important to register for a workshop prior to the three-week deadline date so that you are included in all of these arrangements. A late registration may result in materials not being available for you on the day of the workshop.

The MEE Team utilizes a 3-2-1 approach to workshops:

- 3 stands for: 3 weeks before a workshop is the registration deadline. If we notice a workshop has no registrations prior to this date, we will notify the Local Coordinators and Regional Vice-President to rally members. If registrations are low, the workshop may be altered and technology may be utilized for delivery.
  - 2 stands for: 2 weeks before a workshop is when materials are ordered and logistics are confirmed. This is why it is so important to register on time.
  - 1 stands for: 1 Education Registration Form, per member, for every workshop.
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## Contact Information



**Toll Free: 1-800-387-5580**

**Toronto Local: 416-964-8833**

**Vice-President, Education Portfolio:** Bernadette Robinson, BernieR@ona.org, ext. 7756.

**Manager, MEE Team:** Lynda Hoff, CMM, CMP, LyndaH@ona.org, ext. 2307

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## Section 1 – Foundational Workshops

### Foundational Workshops

Each year, the ONA Board of Directors selects a handful of workshops deemed critical to ONA work and the functioning of union business. The MEE Team schedules these workshops automatically in every region of the province throughout the year to ensure they are available for members to access.

In 2018, our Foundational Workshops are:

1. How to be a Great ONA Unit Representative (*full day*)
2. Grievance Process (*full day*)
3. Professional Responsibility Workload Reporting Process (*full day*)
4. "Region's Choice" – At the February 2018 Area Coordinators Conference, Local Coordinators choose any workshop (of any length) from the 2018 Education Brochure to be their 2018 Region's Choice Workshop. Provincial Workshops are excluded/not available for selection, as are the 5 already established Foundational Workshops.
5. Election Process at the Local and Bargaining Unit Level (*half day*) **\*New for 2018\*** (*description below*)

### Election Process at the Local and Bargaining Unit Level - Half Day **\*New for 2018\***

*\*Note: This workshop is not available for scheduling in a Local Education Plan or as an Additional Workshop\**

In this workshop, the learner will...

- Describe the Constitutional requirements regarding the election process.
- Explain the election process at the Local and Bargaining Unit level as based on the Local and Bargaining Unit election policy.
- Recognize leadership accountabilities and best practices in the election process.

The Regional Vice-President will be in attendance to share best practices to ensure Locals and Bargaining Units adhere to ONA Policy and the ONA Constitution when guiding and participating in elections.

Target members:

- Bargaining Unit Presidents
  - Local Coordinators
  - Local Executive and/or Bargaining Unit leadership team members
  - Local Election Committee
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## Section 2 – Provincial Workshops

### New Bargaining Unit Presidents and New Grievance Chairs Workshop via Webinar

This workshop will provide new Bargaining Unit Presidents and new Grievance Chairs with an awareness of the tools and resources to begin their new role within the Union. Participants will gain an understanding of the structure of the Union, their role within the structure and the resources available to them. Participants will acquire a basic understanding of the services offered by the Union and a more in depth understanding of the grievance process. This workshop is not intended to be the only education a New Bargaining Unit President and new Grievance Chair receive. This is intended to support them until further education can be accessed.

This half day workshop is scheduled every month throughout the year to ensure it is readily available to new Bargaining Unit Presidents and new Grievance Chairs. It is only delivered via webinar. Completed Education Registration Forms should be forwarded to Julia Palozzi at JuliaP@ona.org as soon as possible.

Target Members:

- New Bargaining Unit Presidents
- New Grievance Chairs

### Hospital Contract Interpretation Workshop

This workshop is designed to assist ONA representatives to further develop their knowledge and skills in interpreting the Hospital Central Collective Agreement. The date and location will be posted in the Education Calendar found at [www.ona.org](http://www.ona.org).

Completed Education Registration Forms should be forwarded to Julia Palozzi at JuliaP@ona.org. Maximum capacity is 25 registrants.

In this workshop, the member will:

- Gain knowledge of how to navigate through the manual in conjunction with accessing resources on the memory stick;
  - Recognize changes to collective agreement language and verbalize the impact of those changes;
  - Utilize the template central agreement in conjunction with the manual to ensure consistent interpretation of the language with problematic areas of the collective agreement including termination, premium pay, bargaining unit work and staffing issues
  - Determine key messages to ensure appropriate use of the manual and other resources.
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### Homes Contract Interpretation Workshop

This workshop is designed to assist ONA representatives to further develop their knowledge and skills in interpreting the Homes Central Collective Agreement. The date and location will be posted in the Education Calendar found at [www.ona.org](http://www.ona.org).

Completed Education Registration Forms should be forwarded to Julia Palozzi at [JuliaP@ona.org](mailto:JuliaP@ona.org). Maximum capacity is 25 registrants.

In this workshop, the learner will gain knowledge of how to navigate through the manual in conjunction with accessing resources on the memory stick.

The learner will:

- Recognize changes to collective agreement language and verbalize the impact of those changes.
- Utilize the template central agreement in conjunction with the manual to ensure consistent interpretation of the language with problematic areas of the collective agreement including termination, premium pay, bargaining unit work and staffing issues.
- Determine key messages to ensure appropriate use of the manual and other resources.

### Making It Count @ Labour Management Meetings

This workshop is offered on a regional basis only and rotates each year. In 2018, the workshop will take place in Region 1, 2 and 4. Dates are established by the MEE Team and will be posted in the Education Calendar found at [www.ona.org](http://www.ona.org).

Completed Education Registration Forms should be forwarded to Julia Palozzi at [JuliaP@ona.org](mailto:JuliaP@ona.org).

The maximum capacity for this workshop is 25 registrants. A minimum of 15 registrants is required for this workshop to proceed.

The workshop will outline how to leverage this committee to deal with labour relations and membership issues. The workshop includes a simulation of a Labour Management Meeting where participants will present to the “employer.” The employer group may include a District Service Team Manager, a Regional Vice-President, a Labour Relations Officer and/or a Professional Practice Officer.

In this workshop, the member will:

- Value the importance and power of preparation prior to labour management meetings when dealing with professional practice/workload concerns and other issues
- Identify best practices to follow during labour management meetings and how to effectively present issues to the employer
- Recognize the importance of the work that is done after the meeting has concluded

Target members:

- Bargaining Unit Presidents
  - Local Coordinators who also hold the role of Bargaining Unit President
  - Workload/Professional Practice Representatives
  - ONA Unit Representatives
  - Labour Management Committee members
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### **Making It Count @ Return to Work and Accommodation Meetings**

This workshop is offered on a regional basis only and rotates each year. In 2018, the workshop will take place in Region 1, 3 and 5. Dates are established for this workshop by the MEE Team and will be posted in the Education Calendar found at [www.ona.org](http://www.ona.org).

Completed Education Registration Forms should be forwarded to Julia Palozzi at [JuliaP@ona.org](mailto:JuliaP@ona.org).

The maximum capacity for this workshop is 25 registrants. A minimum of 15 registrants is required for this workshop to proceed.

In this full day workshop, members will:

- Gain an understanding of the roles and responsibilities of the Union, the employer and the member in the return to work process
- Review applicable legislation
- Develop strategies on how to effectively prepare for and execute return to work meetings, including a simulation exercise where members prepare for and conduct a return to work meeting with the employer

Target members are:

- Return to Work Representatives
- Bargaining Unit Presidents
- Grievance Committee Representatives
- Any Bargaining Unit Representative who provides representation on return to work issues

### **Making It Count @ Investigations and Disciplinary Meetings**

This workshop is offered on a regional basis only and rotates each year. In 2018, the workshop will take place in Region 1, 2 and 4. Dates are established by the MEE Team and will be posted in the Education Calendar found at [www.ona.org](http://www.ona.org).

Completed Education Registration Forms should be forwarded to Julia Palozzi at [JuliaP@ona.org](mailto:JuliaP@ona.org).

The maximum capacity for this workshop is 25 registrants. A minimum of 15 registrants is required for this workshop to proceed.

This workshop will prepare Bargaining Unit Leaders with knowledge of the disciplinary process. It will also give Bargaining Unit Leaders an in-depth understanding of the Union's role in the disciplinary process up to and including the steps taken during an investigation, interviewing the member and witnesses, gathering facts and data, and preparing an investigation report for the Labour Relations Officer to proceed, if necessary, to the grievance and/or arbitration process.

Target members: All Bargaining Unit Leaders (Bargaining Unit Presidents, Grievance Officers, ONA Unit Representatives and Local Coordinators).

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**Secretaries Teleconnect** *\*Running again in 2018!\**

A teleconnect will be held on May 22, 16:30-18:00, for all Secretaries. A memo will be distributed with more details closer to the date.

**Health & Safety Caucus**

Each May, the Health and Safety Caucus is delivered in each region, often attached to the region's Area Coordinators Conference. The topic of the Caucus changes each year and is determined by staff and the Board based on hot issues emerging in the area of health and safety.

Target audience:

- Bargaining Unit Health and Safety representatives
- Front-line members
- Union representatives
- Bargaining Unit Presidents
- Local Coordinators.

Registration for the Caucus is conducted through an online registration system rather than by Education Registration Form. A memo will be delivered to leaders detailing the topic of the Caucus and the dates once details are organized.

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## Section 3 – Workshop Listing



**Workshops may be available in full day, half day and lecturette formats. In the shorter version of the workshop, there is less depth in the content of materials delivered due to time constraints. Leaders are asked to consider which length of workshop will best meet their members' needs when requesting education.**

**Workshops are listed below in alphabetical order.**

### Attendance Management

#### Full Day

This workshop will explore all components of Employer Attendance Management Programs as it relates to ONA members by utilizing ONA's Guide for Attendance Management Programs.

Target Audience:

- Bargaining Unit Presidents
- Grievance Chairs
- Return to Work/Accommodation Representatives
- Human Rights and Equity Representatives
- Front-line ONA Members

#### Half Day

This workshop will explore all components of Employer Attendance Management Programs as it relates to ONA members by utilizing ONA's Guide for Attendance Management Programs.

Target Audience:

- Bargaining Unit Presidents
- Grievance Chairs
- Return to Work/Accommodation Representatives
- Human Rights and Equity Representatives
- Front-line ONA Members

## Basic Introduction to Human Rights

### Full Day

In this workshop, the learner will:

- Understand human rights terminology
- Understand discriminatory and harassing behaviour
- Understand the role privilege plays in the workplace the community, and in society
- Value being proactive about discrimination in the workplace

Target members:

- Front Line Members
- Human Rights and Equity Representatives
- Bargaining Unit Leadership

### Half Day

In this workshop, the learner will:

- Understand human rights terminology
- Understand discriminatory and harassing behaviour

Target members:

- Front Line Members
- Human Rights and Equity Representatives
- Bargaining Unit Leadership

### Lecturette

In this lecturette, the learner will:

- Get an overview of the Ontario Human Rights Code
- Examine types of harassment and their effects on the workplace

Target members:

- Front Line Members
  - Human Rights and Equity Representatives
  - Bargaining Unit Leadership
-

## Executive Skills I

### Two Full Days

This workshop will provide Local leadership with the tools to efficiently run the Local, understand one another's roles and responsibilities, understand accountabilities, and provide the tools to enhance their effectiveness in meeting their accountabilities through the strategic planning and budgeting process.

Target members:

- Local Executive

**Note:** *It is recommended that a Local executive participate in this workshop as a group in order to gain the greatest benefit for the team.*

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## Grievance Arbitration

### Full Day

In this workshop, the member will learn the laws affecting ONA members; duty of fair representation; filing a grievance; understanding roles and accountabilities of grievance representatives beyond the final step grievance meeting; the grievance representative's role at arbitration; and arbitration of common issues including discipline, accommodation, substance abuse and job postings.

Target members:

- Grievance committee members
  - ONA Unit Representatives
  - Novice Bargaining Unit Leadership Team members
-

## Grievance Process

### Full Day

After completion of this workshop, the learner will be able to:

- Identify the differences in the four types of grievances.
- Outline the grievance process.
- Define the duty of fair representation.
- Summarize available resources offered by ONA, their relevance and how to use them.
- Identify the tasks of a Union Representative and/or Grievance Chair.

Target members:

- Any member interested in increasing their knowledge of the grievance process
- Unit Representatives
- Grievance Committee members
- Bargaining Unit Presidents

### Half Day

This workshop will provide members with basic knowledge about the grievance process and their role in this process to ensure member rights are maintained. Initial information with respect to a member's role in being successful in resolving the issue or if advancing to arbitration will be discussed.

Target members:

- Any member interested in increasing their knowledge of the grievance process
- Unit Representatives
- Novice Grievance Committee members
- Novice Bargaining Unit Presidents

### Lecturette

In this lecturette, the learner will: define what a grievance is, be able to describe the different types of grievances and explain their role in the grievance process.

Target Members: Members interested in a basic understanding of the grievance process.

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## Harassment, Mobbing and Bullying (Non Code)

### Full Day

In this workshop, the member will learn to identify situations of harassment, mobbing and bullying in the workplace, including the differences between Code and Non-Code harassment, the prevalence of harassment in your workplace, and the costs of harassment. The member will also be given tools (conversation tactics and union supports) to use in their workplace to prevent and deal with harassment issues.

Target members:

- Front Line Members
- Union Representatives
- Bargaining Unit Presidents
- Local Leaders

### Half Day

In this workshop, the member will learn what harassment, mobbing and bullying looks like in their workplace. The member will also be given tools (conversation tactics and union supports) to use in their workplace to prevent and deal with harassment issues.

Target members:

- Front Line Members
- Union Representatives
- Bargaining Unit Presidents
- Local Leaders

### Lecturette

In this workshop the participants will learn the differences between “Code” and “Non Code” harassment; define bullying, mobbing, and horizontal violence; look at the prevalence of harassment, mobbing, and bullying within nursing; look at Stress Induced Aggression Displacement theory; and look at steps they can take to stop harassment in the workplace.

Target members:

- All ONA members
-

## **Health & Safety: The Basics**

### **Full Day**

In this workshops, the learner will:

- Understand what health and safety is
- Understand how to use the Occupational Health and Safety Act in your workplace
- Relate workplace violence and health and safety
- Learn how to engage members in health and safety and what the benefits are
- Understand supervisor competency

Target Members: Members new to health and safety

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## How to be a Great ONA Unit Representative

### Full Day

After this workshop, the member will be able to:

- Translate Unit Representative accountabilities into actions.
- List ONA services and the advantages of membership with entitlements.
- Refer labour relations matters in the Bargaining Unit.
- Identify the Unit Representative's role in the grievance process.
- Identify the Unit Representative's role in 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

### Lecturette

In this workshop, the learner will...

- Translate Unit Representative accountabilities into actions.
- List ONA services and advantages of (bona fide) membership with entitlements.
- Refer labour relations matters in the Bargaining Unit.
- Understand the Unit Representative's role in the Grievance Process.
- Understand the Unit Representative's role in the Workload Reporting Process.

Target Members: All ONA Members

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## How to be the Best Bargaining Unit President

### Full Day

This workshop provides Bargaining Unit Presidents with the opportunity to become familiar with their accountabilities, roles and responsibilities, best practices, tasks and deadlines, meetings and the administrative tasks of the Bargaining Unit President. More importantly, Bargaining Unit Presidents will benefit from the experience of others in the workshop and have the opportunity to discuss best practices in every aspect of their role.

Target Members: Bargaining Unit Presidents who have at least 6 months or more experience

### Half Day

This workshop provides Bargaining Unit Presidents with the opportunity to become familiar with their accountabilities, best practices, tasks, and the administrative work of the Bargaining Unit President. More importantly, Bargaining Unit Presidents will benefit from the experience of others in the workshop and have the opportunity to discuss best practices they've adopted in their role.

Target Members: Bargaining Unit Presidents who have at least 6 months or more experience

### Lecturette

In this workshop, the learner will gain an understanding of the accountabilities and responsibilities of a Bargaining Unit President to the extent that the learner will identify any gaps in meeting those accountabilities they have and the general day to day, month to month tasks of a Bargaining Unit President.

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## Internal Responsibility System

### Half Day

In this workshop, the member will:

- Gain greater clarity of the Internal Responsibility System along with the roles of the parties in health and safety and to ensure that members are knowledgeable surrounding their own responsibilities and those of the employer, supervisor, Joint Health and Safety Committee (JHSC) and the Ministry of Labour.

Target members:

- All ONA members who wish to increase their knowledge in health and safety.
- Those who are new to the JHSC and those with an interest in health and safety.

### Lecturette

In this lecturette, the member will:

- Learn about the *Ontario Occupational Health & Safety Act*: Three Rights of Workers
- Define the Internal Responsibility System (IRS)
- Understand the Roles and Responsibilities of the employer, the Joint Health and Safety Committee and the worker
- Understand the components and characteristics of a successful IRS
- Understand the role of the Ministry of Labour in Occupational Health and Safety in the workplace

Target members:

- Front-line members
-

## **It's More Than Social Media**

### **Full Day**

To provide members with the knowledge to make informed decisions on social media site usage both at home and at work. To inform members of the opportunities and challenges that social media presents in their lives and how to balance the use of social media to benefit and protect their career. This workshop also explores the relationship between the member, the employer and social media and the member, the Ontario Nurses' Association and social media.

Target members:

- All ONA members who use social media at work and at home

### **Half Day**

To provide members with the knowledge to make informed decisions on social media site usage both at home and at work. To inform members of the opportunities and challenges that social media presents in their lives and how to balance the use of social media to benefit and protect their career.

Target members:

- All ONA members who use social media at work and at home

### **Lecturette**

In this lecturette, the member will be provided with a high level overview of:

- Social Media: The Challenges and Opportunities
- Social Media: Use, Misuse and Privacy Concerns
- Finding the Social Media Balance to Benefit and Protect Your Career
- ONA and Social Media: Tips and ONA's Position
- You, Your Employer and Social Media

Target members: All ONA members who use social media at work or at home.

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## Joint Health and Safety Committee

### Half Day

This workshop provides an overview of the Joint Health and Safety Committee inclusive of the powers, duties and functions, roles and responsibilities of the committee within the workplace and within the Ontario Occupational Health and Safety Act. The administrative process of the Joint Health and Safety Committee will also be explored.

Target members: All members of the Ontario Nurses' Association who are interested in health and safety in their workplaces, particularly those members who are new to, or part of, the Joint Health and Safety Committee.

### Lecturette

This lecturette provides a high level overview of the Joint Health and Safety Committee, looking at the function, the roles and responsibilities and the administrative processes.

Target members: All members of the Ontario Nurses' Association who are interested in health and safety in their workplaces, particularly those members who are new to, or part of, the Joint Health and Safety Committee.

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## Legal Expense Assistance Plan (LEAP)

### Full Day

In this workshop, the member will:

- Receive an overview of the Legal Expense Assistance Plan (LEAP) and the work of the LEAP Team.
- Learn about the governing legislation for health care professionals in Ontario.
- Achieve a better understanding of the Complaints and Reports processes for professional practice and incapacity issues, and the plan coverage for these matters.
- Achieve a better understanding of her or his rights and responsibilities regarding coroners' investigations, inquests and criminal matters and the assistance available through LEAP.
- Learn about *Personal Health Information Protection Act (PHIPA)* proceedings, Ministry of Health & Long-Term Care Inspections and the assistance available under LEAP.

Target members:

- Front-Line Members
- Union Representatives
- Bargaining Unit Presidents
- Local Leaders

\*Note: the 2 half day workshops listed below provide the content of the full day workshop when delivered together.\*

### Half Day

#### LEAP: CNO Complaints and Reports

In this workshop, the member will:

- Receive an overview of the Legal Expense Assistance Plan (LEAP) and the work of the LEAP Team.
- Learn about the governing legislation for health care professionals in Ontario.
- Achieve a better understanding of the Complaints and Reports processes for professional practice and incapacity issues, and the plan coverage for these matters.

Target members:

- Front-Line Members
- Union Representatives
- Bargaining Unit Presidents
- Local Leaders

\*Note: This workshop is derived from the full day LEAP workshop. When delivered with the half day LEAP: Investigations Beyond the CNO workshop, the content is exactly that delivered in the full day workshop.\*

### Half Day

#### LEAP: Investigations Beyond the CNO

In this workshop, the member will:

- Receive an overview of the Legal Expense Assistance Plan (LEAP) and the work of the LEAP Team.
- Achieve a better understanding of her or his rights and responsibilities regarding coroners' investigations, inquests and criminal matters, and the assistance available through LEAP.
- Learn about *Personal Health Information Protection Act (PHIPA)* proceedings, Ministry of Health & Long-Term Care Inspections, and the assistance available under LEAP.

Target members:

- Front Line Members
-

- Union Representatives
- Bargaining Unit Presidents
- Local Leaders

\*Note: This workshop is derived from the full day LEAP workshop. When delivered with the half day LEAP: CNO Complaints and Reports workshop, the content is exactly that delivered in the full day workshop.\*

### **Lecturette**

#### **LEAP: CNO Health Inquiries**

In this lecturette, the participant will learn about the process when the College of Nurses of Ontario (CNO) investigates a nurse due to concerns about their fitness to practice. Potential outcomes of the process will also be discussed.

Target Members:

- Union representatives
  - Any grass roots member wanting to know more about CNO processes
-

## Managing Disruptive Physician Behaviour

### Lecturette

Learning points include:

- Define disruptive physician behaviour
- Identify how disruptive physician behaviour affects the recipient
- Describe the effects of unresolved behaviour
- Gain an understanding of how to respond when it happens
- Explain the laws and policies available to deal with disruptive physician behaviour
- Identify additional resources available to support members experiencing disruptive physician behaviour

Target Members:

- Bargaining Unit Presidents
  - Grievance Representatives
  - ONA Representatives
  - Front Line Members
-

## **New Local Coordinator Workshop**

### **Full Day**

New Local Coordinators coming into their role mid-term will be provided with a 1.5 day New Local Coordinator workshop in Toronto. The workshop includes a half-day of basic computer skills training. This workshop will be funded centrally by ONA. To arrange this workshop, new Local Coordinators should contact their Regional Vice-President.

In this workshop, members will develop the knowledge, skills and attitudes (KSAs) to effectively manage the Local in accordance with the Constitution and the Local Executive Accountabilities document. The member will be able to describe ONA's structure provincially and locally and will effectively develop position descriptions for the Local Executive Team. This workshop also focuses on the benefits of strategic planning and budgeting, along with the development of action plans and e-scans and other tools that are used by ONA. In addition, members will focus on developing communication plans and be able to outline the steps in the education planning process.

Target members: Newly elected Local Coordinators and Local Coordinators with less than 3 years experience.

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## Obligations in Representing Members with Human Rights Issues

### Full Day

In this workshop, the member will:

- Understand how to use the *Human Rights Code* to represent members with Human Rights issues
- Understand the Union's obligations to represent members with Human Rights issues
- Understand how to utilize ONA policies to represent members with Human Rights issues
- Understand how the ONA representative can effectively deal with Human Rights violations
- Learn how to conduct and participate in Human Rights investigations

Target members:

- Human Rights and Equity committee members and any other members that require basic Human Rights knowledge in the area of representing members.

### Half Day

In this workshop, the member will:

- Understand how to use the *Human Rights Code* to represent members with Human Rights issues
- Understand the Union's obligations to represent members with Human Rights issues
- Understand how the ONA representative can effectively deal with Human Rights violations

Target members:

- Human Rights and Equity committee members and any other members that require basic Human Rights knowledge in the area of representing members.
-

## Preparing Your Team for Negotiations

### Full Day

In this workshop, the member will:

- Understand the goals of collective bargaining
- Understand how negotiating committees are formed
- Understand ONA's negotiations process
- Understand the negotiating committee's roles and accountabilities

Target members:

- Negotiating committee members
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## Privacy and Confidentiality

### Lecturette

In this lecturette, the member will:

- Gain an understanding of what privacy and confidentiality covers and why it is important to health care providers.
- Understand what is meant by the circle of care.
- Learn what their obligations as a professional are.

Target members:

- All ONA members
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## Professional Responsibility Workload Reporting Process

### Full Day

In this workshop, the learner will:

- Identify Professional Practice issues and utilize the complaints concern indicator tool
- Utilize the Professional Standards and Practice Guidelines in the Professional Responsibility Workload Reporting Process
- Understand the Professional Responsibility Workload Reporting Form
- Understand the Professional Responsibility Workload Reporting Process

Target Members: Any member of the Bargaining Unit leadership team, and any member with an interest in Professional Responsibility Complaints issues, including:

- Unit Representatives
- Workload Reporting Representatives
- Bargaining Unit Presidents

### Half Day

In this workshop, the learner will:

- Understand the Professional Responsibility Workload Reporting Form
- Understand the Professional Responsibility Workload Reporting Process

Target members:

- Members
- Any member of the Bargaining Unit leadership team, and any member with an interest in Professional Responsibility Complaints issues

### Lecturette

**\*\*\*New\*\*\*** In 2018, this lecturette will be available with special focus on 6 sectors: Multi-Sector, Hospital Sector, Long Term Care Sector, Public Health Sector, Allied Health Sector and LHINs).

In this lecturette, the learner will:

- Understand the Professional Responsibility Workload Reporting Form
- Understand the Professional Responsibility Workload Reporting Process

Target members:

- Workload Reporting Representatives
  - Bargaining Unit Presidents
  - Unit Representatives
  - Any member of the Bargaining Unit leadership team, and any member with an interest in Professional Responsibility Complaints issues
  - Front-line Members
-

## Recognize and Report Violence in Your Workplace

### Full Day

In this workshop, the member will:

- Understand how individuals can make a difference when dealing with violence in the workplace
- Understand the legislation and the roles and responsibilities within the IRS with an emphasis on the worker's duty to report
- Understand the strategies ONA has adopted to assist members in dealing with violence in the workplace

Target members: Members, ONA Unit Representatives, Health and Safety Representatives, BU Leadership Teams and Local Executive.

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## Return to Work and Accommodation

### Full Day

In this workshop, the member will:

- Understand common illnesses and injuries within ONA workplaces
- Understand legislation pertaining to return to work and accommodation in the workplace
- Understand roles and responsibilities of the workplace parties
- Understand barriers to accommodation in the workplace
- Understand best practices when representing members
- Understand how to deal with safety concerns in return to work and accommodation

Target members:

- Bargaining Unit Leadership Team member responsible for representing members in return to work and accommodation

### Half Day

In this workshop, the member will:

- Understand roles and responsibilities of the workplace parties
- Understand barriers to accommodation in the workplace
- Understand best practices when representing members

Target members:

- Bargaining Unit Leadership Team member responsible for representing members in return to work and accommodation

### Lecturette

In this workshop, the member will:

- Understand roles and responsibilities of the workplace parties
- Understand best practices when representing members

Target members:

- Unit Representatives
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## RN/RPN Scope of Practice

### Half Day

This workshop will:

- Help members understand the similarities and differences between RN and RPN practice.
- Understand how their Professional Standards and Practice Guidelines: The Client, The Nurse and the Environment, describe and reflect the scope of practice.
- Help members gain confidence in having difficult conversations about applying the Practice Standards and Practice Guideline: The Client, The Nurse and the Environment, to their colleagues and management.

Target members:

- Front-line members
  - Professional Responsibility Representatives
  - Bargaining Unit Presidents
  - Unit Representatives
  - Any member of the Bargaining Unit experiencing issues with RN/RPN scope of practice and the assignment of the appropriate category of health care provider.
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## **Supporting Members with Addictions: An Introduction**

### **Half Day**

The workshop will help the learner identify types of addictions and review statistical information, risk factors and potential indicators of Addictions in Health Care settings. Raising awareness of addiction issues and debunking of myths will be explored.

Target Members: Members and Bargaining Unit Representatives (return to work, grievance) and any other members wanting to increase their awareness of how to support members with addictions.

## **Supporting Members with Addictions: The ONA Representative's Role**

### **Half Day**

The workshop will identify ONA resources and outside resources available to support representatives who are assisting members.

Co-worker and ONA representative's accountabilities in providing representation for members while recognizing their obligations as a Regulated Health Professional will be explored.

Target Members: Members and Bargaining Unit Representatives (return to work, grievance) and any other members wanting to increase their awareness of how to support members with addictions.

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## The Power of the *Occupational Health and Safety Act*, ONA and You

### Half Day

In this workshop, the member will identify three new things they learned about the *Occupational Health and Safety Act (OHSA)*, identify health and safety issues in the workplace, barriers they face in addressing health and safety hazards, identify strategies going forward for dealing with hazards and tools and resources that ONA offers members.

Target members:

- All front-line members interested in health and safety
- All Joint Health and Safety Committee representatives who are new to the position or who want a refresher on the *OHSA*, workplace hazards, strategies, resources and tools offered by ONA.

### Lecturette

In this workshop, the learner will gain a high level understanding of what the *Occupational Health and Safety Act* is, what some of the health and safety issues are in their workplaces and what tools and resources ONA has to offer.

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## **Violence: Be Savvy and Safe**

### **Half Day**

In this half day workshop, members will feel an increased sense of confidence to do the following:

- Understand the member's role in working toward eliminating violence in the workplace
- Respond to obstacles to ensure members/workers can report violence
- Be aware of IRS activities and ONA resources/activities to assist in working toward eliminating violence.

Target members: grass roots/frontline members wanting to know more about their role in working toward eliminating violence in their workplace.

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## Voting on Your Contract: The Ratification Process

### Lecturette

In this lecturette, the member will:

- Understand what ratification is
- Understand obligations under the Labour Relations Act
- Understand the ratification process for provincially and locally negotiated settlements
- Understand how a settlement is ratified

Target members:

- Front line members
  - Union representatives
  - Bargaining Unit Presidents
  - Local leaders
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## **You Chose ONA! Now What?**

### **Full Day**

This workshop is for Bargaining Units that have recently certified but do not yet have a Collective Agreement.

Target Members: all Bargaining Unit Leadership Team members in newly certified Bargaining Units.

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## Section 4 – Leadership Summit & Activist Camp

Continuing in the tradition of past Leadership Conferences, the 2018 Leadership Summit & Activist Camp is designed specifically to engage our members and ignite their passion for life in and of our Union. It brings together both the experienced and the brand-new leader and affords them the opportunity to learn from and with each other, thus ensuring that we build an enriching environment for our ONA community and the larger community we service in Ontario.

The Summit will encompass educational streams that will engage members regardless of leadership experience and will ignite our leadership to engage their members by creating activism in all that we do! The streams will be surrounded with an opening and closing plenary session that will speak to the theme, share the story of ONA activism and engagement and recap learning points from a very exciting week!

Educational streams will include:

**Novice Stream:** This stream targets new Bargaining Unit Presidents with less than two years' experience, ONA representatives and emerging leaders. This stream allows for experiential learning opportunities that augment the foundational program delivered and is skill based.

**Advanced Stream:** This stream is a high-energy, interactive learning opportunity for seasoned leaders to expand their knowledge in many topic areas. It is a great opportunity for a Bargaining Unit President or Local leader with more than two years' experience, a working knowledge of the Collective Agreement, and a good understanding of the services ONA offers to its members.

**Activist Stream:** This stream brings grassroots members into a leadership capacity! Members will be introduced to ONA, sparking their interest in ONA's work and igniting their pride as ONA members. A variety of guest speakers will make presentations throughout the week including how ONA members make a difference - making things better for members, our patients and our communities.

Specific curriculum content delivered will be based on delegate feedback, identified needs, and priorities determined by the Board of Directors.

The 2018 Leadership Summit & Activist Camp will be held September 17 - 21, 2018.

Applications for all streams is by Expression of Interest released in March of 2018. Twenty-five members are accepted in each stream.

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## Section 5 – Provincial Teleconnects



Delivering 'hot topic' education to members over the phone – 'teleconnects' – has been extremely successful over the past six years.

We are currently delivering teleconnects in eight different areas:

1. Hospital Contract Interpretation
2. Long-term Care Sector
3. Health and Safety
4. Human Rights and Equity
5. Professional Practice
6. Nurse Practitioner
7. Community Care Access Centres
8. Public Health Unit

Teleconnects are pre-scheduled by ONA. Once a topic has been chosen, a notice is emailed to leaders and posted on the ONA website. This notice contains a description about the session and how to register.

All ONA members and CNSA students are welcome to participate in provincial teleconnects. The materials from the session are posted on the ONA website afterwards as a resource.

Please go to the Teleconnects page of the ONA website for the dates and topics chosen in each of the topic areas.

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## Section 6 – eLearning



In November 2010, ONA launched its very own eLearning platform. Available to all ONA members and Canadian Nursing Students' Association (CNSA) students, eLearning is free and easy to access. Users complete education at their own pace and convenience. Certificates are available at the successful completion of any program or video!

Go to [www.ona.org/elearning](http://www.ona.org/elearning) to create your account and view an update on what is happening in eLearning!

### Coming to eLearning in 2018:

- Structure of ONA and Bargaining Unit Structure
- Treasurers Webinar Recordings
- Health and Safety

Here is a list of programs and videos currently available on the platform:

### Professional Responsibility

- Professional Responsibility Workload Reporting Process - Allied Health Sector
- Professional Responsibility Workload Reporting Process - Community Care Access Centre
- Professional Responsibility Workload Reporting Process - Public Health Sector
- Professional Responsibility Workload Reporting Process – Long Term Care
- Professional Responsibility Workload Reporting Process - Hospital Sector
- ONA Professional Practice (*video*)
- Pack a Punch at Labour Management Meetings (*video*)
- RN/RPN Scope of Practice and the CNO Three Factor Framework (*video*)
- Understanding Conflict (*video*)
- Be a P.R.C. P.R.O. (*video*)
- How to be Both a Professional and a Union Member (*video*)

### Human Rights and Equity

- Drop by Drop: Micro inequities in the Workplace (*video*)
- Duty to Accommodate (*video*)
- Harassment, Mobbing and Bullying (*video*)

### Health and Safety

- Workers Safety and Insurance Act: What You Need to Know
- Harassment, Mobbing and Bullying
- Managing Disruptive Physician Behaviour (*video*)
- Return to Work Level I: Is your workplace making you sick?
- Return to Work Level II: Legislation
- Return to Work Level III: Barriers in the Process
- Return to Work Level IV: Roles and Responsibilities

- Return to Work Level V: Representing Members Effectively in Return to Work
- Return to Work Level VI: Representing Members with Mental Disabilities and Addictions
- Return to Work Level VII: Dealing with Safety Concerns in Return to Work

**Contract Administration**

- Disability Income Protection Plan: Hospital Sector
- Disability Income Protection Plan: Long Term Care and Community Sectors
- Grievance Level I: So, You Have a Grievance: How does the Grievance Process Work?
- Grievance Level II: A Member Asks "Do I have a Grievance?" Now What?
- Grievance Procedure (*video*)
- How to be a Great ONA Unit Representative! (*video*)
- Negotiations Basic: What Members Need to Know
- Negotiations Level I: So You Are Elected. Now What?
- Negotiations Level II: The Power of Preparation
- Negotiations Level III: You are at the Negotiation Table: The Who, What and How of Communication
- Negotiations Level IV: No Settlement, Off to Arbitration
- Negotiations Level V: No Settlement! Strike or Lockout?
- Negotiations Level VI: Settlement... Are We Done Yet?

**Running Your Local/Bargaining Unit**

- Effective Meetings (*video*)
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