



1. **I note that no resolutions were submitted for consideration at this meeting. I wonder if - to encourage engagement and participation - the NSCN board would consider hosting educational sessions for registrants re: a) how to write effective resolutions and b) content areas that are within the scope of NSCN.**

That is a great suggestion and one that the Board will review this fall. Stay tuned for more information!

2. **You mentioned diversity and inclusion in your remarks earlier. What specific work have you done to date?**

Diversity, inclusion and cultural competence were identified as a priority for the Board and staff of NSCN when these critical issues were incorporated into our first strategic plan in 2019.

Last year, we created a staff Diversity and Inclusion Working Group and developed NSCN's Diversity and Inclusion Framework. The framework provides staff with resources, tools and supports to identify and help address barriers to diversity and inclusion, enabling NSCN to learn more about providing culturally competent services to the public, stakeholders and registrants.

This year, we are working within a Diversity and Inclusion Road Map that lays out a process for our Board and staff to take personal ownership of our learning and development. We are working with equity seeking groups and have a roadmap that takes us through a process of education that leads to action. This phase includes internal work but we do look forward to the evolution of our plans with an externally-focused lens in 2022.

3. **How many are attending today please?**

We had 165 individuals register for the event and 78 people join us for the live meeting on May 20th.

The breakdown of those registered is as follows:

- 23 members of public
- 34 LPNs
- 5 NPs
- 103 RNs

Where did everybody join us from?

- 81 Central Zone
- 25 Eastern Zone
- 29 Northern Zone
- 22 Western Zone
- 8 from outside of NS

4. **Where may we find the info about number and type of complaints brought about registrants please?**

We are currently working on a process and these will be available on the website soon so please stay tuned. In the meantime, you can always access "[Search for a Nurse](#)" on our website for additional information about restrictions and/or conditions.



5. I understand the decision was made to not have any mandatory education for CCP last year. What is the plan for this year?

There will be no mandatory education requirement for 2021. This decision was made to allow the NSCN team to dedicate staff time and resources to the creation of an enhanced continuing competence program that is tentatively scheduled for early 2022. Details of the new program, which will be known as the Quality Assurance Program (QAP), are still under development. The new QAP will replace the existing CCPs that originated with both of the legacy Colleges.

On June 3, 2021, all stakeholders were invited to participate in a consultation survey regarding the concepts being proposed for the new QAP. We invite you to learn more about upcoming plans to participate in the survey [here](#). The survey closes on July 4, 2021.

6. Is NSCN in communication with those who are working to have a provincial nursing association?

We have engaged in dialogue with the team from the Nurses Association of Nova Scotia on several occasions and have lent support in terms of lessons learned as we embarked on creating NSCN as a new organization. While the accountabilities of an association and a regulatory body differ, we are all part of the nursing community and we have been happy to share our experiences and knowledge gained in building a new organization in Nova Scotia.

7. It seems to me if we want to improve participation and discussion perhaps we can have more time for questions next year?

One of our goals for the Annual Meeting was to be respectful of the one-hour agenda set by the Board and the time stakeholders allotted to participate in the Annual Meeting. As part of our ongoing commitment to improvement, we debrief and analyze the Annual Meeting each year. We will certainly include this feedback as part of our review. All stakeholders are welcome to ask us any questions they may have at any time throughout the year. The range of contact options available to people are posted [here on our website](#).

8. Are there any nurses known to be working on activities related to health and the climate crisis? Is NSCN doing anything in this arena?

As the province's nursing regulator, it is our role to ensure the public that all nurses in Nova Scotia have the skills, knowledge and ability they need to care for people safely, competently, ethically and compassionately. At this time, we are not involved in work related to health and the climate crisis.

9. In the spirit and following the values of NSCN, how would a current member of NSCN be able to view more detailed accounts of NSCN expenditures than those distributed in the 2020 Auditor's Report?

Each year the NSCN Board uses an external, independent financial firm to review NSCN's financial statements and prepare an auditor's report. The financial statements and auditor's report presented to registrants are the same documents that are reviewed by the NSCN Board. The audit is prepared in accordance with industry standard, which means they include a level of detail that allows the reader to understand the areas in which the organization generates revenue and the areas in which it spends its funds. They are prepared so that the Board and registrants may evaluate the financial position of NSCN and provide an opinion on whether the financial statements as a whole are free from material misstatement.

Page three of the financial statements in NSCN's 2020 Annual report provides details as to where NSCN receives its funds, which is predominately from licensing fees and other registration related fees. Page three also provides details as to how NSCN spends those funds.

In 2020, NSCN distributed fees across four main areas of operation. Most notably, we spent the majority of fees on our legislated mandated services in accordance with the Nursing Act and our mandate of public protection.

Area	Percentage of Fees	Examples
Legislative	55%	<ul style="list-style-type: none"> • Board Governance • Changes to Nursing Act Legislation • Complaints and Concerns • Education Program Approval • Entry-Level Competencies • Registration and Licensing
Registrant	28%	<ul style="list-style-type: none"> • Practice Support Tools • Standards of Practice • NP Regulatory Framework • Practice Review Committee • RN Prescribing Initiative • Customer Experience • Website and Communications • Professional Liability Protection
Operations & Administrative	17%	<ul style="list-style-type: none"> • Human Resources • Information Technology Systems • Finance • Maintenance • Office Administration • Property Lease • File Storage Infrastructure

Please access the 2020 Auditor’s Report here in our [2020 Annual Report](#).

10. Will members of Council including those just elected be introduced during this meeting?

Charmaine McPherson, Board Chair, introduced the names and roles of each of the sitting NSCN Board members at the beginning of the Annual Meeting. Profiles for all Board members are on our website though so don’t hesitate to read more there.

Learn more about NSCN Board members [here](#).

11. With regards the live chat function have you been able to identify any issues that may require the creation of a frequently asked questions resource and if so what are the themes that most commonly addressed.

Yes. The majority of the questions received through MyLiveChat pertain to the registration and licensing process. We developed a set of FAQs specifically for the registration process when we first launched MyLiveChat with the understanding that this would be of particular interest to our registrants.

We also learned during the pilot phase of MyLiveChat that there were opportunities for us to enhance support for other popular areas of interest. As a result, we developed additional FAQs for our Customer Experience Coordinator (CEC) to efficiently address these common areas:

- Support for questions posed by internationally educated nurses (IENs) either living in Canada or abroad, who are looking for instructions on how to apply for licensure.
- Support for individuals looking for information on how to file a complaint via MyLiveChat and individuals seeking health care advise.

- Additional support for timely matters that have been shared with stakeholders on our website and via newsletters that may require additional information. For example, we recently held our first Board Election and received a range of questions specific to that process.

We also found that some of our stakeholders prefer to use MyLiveChat rather than the search function on our website. The Customer Experience Coordinator is able to direct the customer to the exact place on website the first time. While it is unclear if this reduces the number of phone calls or emails received, the added features of MyLiveChat contribute to a positive customer experience.

12. In regards to your information on the NP regulation across the country, when is this likely to be completed by?

The Nurse Practitioner Regulatory Framework Project is a multi-year, multi-faceted initiative that will require changes in legislation, regulation and regulatory policy. Timelines will likely vary for each province and dates have not yet been established. We encourage you to stay tuned to our website for [more information](#) and updates as they occur.