



ONTARIO NURSES' ASSOCIATION

# 2026

# Learning Pathways

**Revised December 2025**

---

The Ontario Nurses' Association (ONA) is the union representing 68,000 registered nurses and health-care professionals, as well as 18,000 nursing student affiliates, providing care in hospitals, long-term care facilities, public health, the community, clinics and industry.

Ontario Nurses' Association © 2025

## Learning Pathways – An Introduction & Explanation

Igniting leadership, advocacy, and activism is fundamental to carrying out the work of the union and ensuring ONA's presence is known by all levels of government, employers, fellow members, and the public. ONA has a dynamic array of education available to assist members who are wanting to become more informed about ONA, what the Union does, how they can become active, and how they can support a newly elected leader in their leadership abilities and advocacy skills.

The goal of ONA's Learning Pathways document is to assist membership and Local and Bargaining Unit leadership teams in developing competencies and skills related to:

- The development of labour relations knowledge regarding the services provided to membership.
- Coordinating labour relations services for members at the Bargaining Unit level.
- Providing leadership in the effective running of the Local.
- Developing and building relationships, fostering teamwork and succession planning.

Our workshops are produced in a variety of durations depending on topic complexity and anticipated learning needs. Durations range from multi-day, full day and half day to lecturette. Almost all of our workshops are now available for digital delivery, as well as in-person delivery. There is also an eLearning platform for members to take on self-paced learning at times convenient to them.

The role of the member and their experience will help inform which type and duration of education is most suitable to meet their learning needs. Members can reach out to their Bargaining Unit leaders, Local Coordinator and/or the Member Education Team for support in selecting education. Should members be interested in funding support for their education journey, a conversation with their Local Coordinator is required well in advance of participating in any education.

By using the Learning Pathways, members/leaders will be guided to acquire key learnings and an understanding of not only their own role but the other roles/positions they will interact with. While every member will have their own unique requirements for education, the Learning Pathways will guide members to select the core competencies for each position. This document can help direct the member to the most effective components to meet their needs.

## How to Navigate this Document

Each pathway is divided into 3 segments: Year 1, Year 2 and Year 3. Core knowledge that should be acquired in each year the leadership position is held is marked with a ★ and listed in order of importance. Any other education that is supportive of the role is listed below each year or in an additional segment titled 'Anytime'.

It is **highly recommended** that all representatives attend "Becoming an ONA Unit Representative: A Beginner's Guide" as their first workshop.

Note: "Yearly Leadership Meetings" are per the Constitution ARTICLE 6 – MEETINGS. For example: Biennial Convention, Provincial Leadership Meetings, Area Coordinators Conferences, Provincial Coordinators Meeting, etc.

	PAGE
<b>LOCAL EXECUTIVE</b>	Local Coordinator 4
<b>COMMITTEE</b>	First Vice-Coordinator 5
	Bargaining Unit President 6
	Secretary 8
	Treasurer 9
	Human Rights and Equity 10
	Unit or Site Representative 11
<b>BARGAINING UNIT</b>	Negotiations 12
<b>REPRESENTATIVES</b>	Labour-Management 13
	Grievances 14
	Health and Safety 15
	Professional Responsibility and Workload 17
	Safe Return to Work/Accommodation 18
<b>ADDITIONAL</b>	Professional Development 19
<b>PATHWAYS</b>	Political Action 20
	ONA Members 21
	CNSA Students 22

## Local Coordinator

### YEAR 1

1. New Executive Partnership Workshop: Local Coordinators and Treasurers★
2. New Local Coordinator Workshop★
3. Unionism 101: The History, the Impact, the Power★
4. Becoming an ONA Unit Representative: A Beginner's Guide★
5. Stronger Bargaining Units: Strength Through Intergenerational Solidarity★
6. Yearly Leadership Meetings★
7. Local Executive Training: The Importance of the MIRE, Entitlements and Digital Engagement★
8. Executive Skills I: Leading a Local★
9. Executive Skills II: Leadership Moving Forward★
- Introduction to Technology for New Bargaining Unit Presidents

### YEAR 2

1. Conducting Effective Meetings★
2. Privacy and Confidentiality★
3. Microsoft Teams for Local Leadership★
4. Grievance Process★
5. The Power of the Occupational Health and Safety Act, ONA and You★
6. Facing Professional Practice Concerns: What You Can Do★
  - CNO Standards and Accountabilities
  - Yearly Leadership Meetings
  - Resolving Conflict
  - Basic Introduction to Human Rights
  - ARAO for Elected Leaders
  - *New Communications Workshop (launching June 2026!)*

**YEAR 3**

1. Yearly Leadership Meetings★
2. Election Process at the Local and Bargaining Unit Level★
  - Advocacy in Action 101

**First Vice-Coordinator****YEAR 1**

1. New Executive Partnership Workshop: Local Coordinators and Treasurers★
2. New Local Coordinator Workshop★
3. Unionism 101: The History, the Impact, the Power★
4. Becoming an ONA Unit Representative: A Beginner's Guide★
5. Stronger Bargaining Units: Strength Through Intergenerational Solidarity★
6. Yearly Leadership Meetings★
7. Local Executive Training: The Importance of the MIRE, Entitlements and Digital Engagement★
8. Executive Skills I: Leading a Local★
9. Executive Skills II: Leadership Moving Forward★
  - Introduction to Technology for New Bargaining Unit Presidents
  - *Advanced Technology for Elected Leaders (launching April 2026!)*

**YEAR 2**

1. Conducting Effective Meetings★
2. Privacy and Confidentiality★
3. Microsoft Teams for Local Leadership★
4. Grievance Process★
5. The Power of the Occupational Health and Safety Act, ONA and You★
6. Facing Professional Practice Concerns: What You Can Do★
  - CNO Standards and Accountabilities
  - Yearly Leadership Meetings

- Resolving Conflict
- Basic Introduction to Human Rights
- ARAO for Elected Leaders
- New Communications Workshop (*launching June 2026!*)

## YEAR 3

1. Yearly Leadership Meetings★
2. Election Process at the Local and Bargaining Unit Level★
  - Advocacy in Action 101

## Bargaining Unit President

## YEAR 1

1. New Bargaining Unit President Workshop★ (*Completion of this workshop is required for registration to 'Rocking Your Role...'.*)
2. Introduction to Technology for New Bargaining Unit Presidents★ (*Completion of this workshop is required for registration to 'Rocking Your Role...'.*)
3. Rocking Your Role as a Bargaining Unit President★
4. Unionism 101: The History, the Impact, the Power★
5. Becoming an ONA Unit Representative: A Beginner's Guide★
6. Stronger Bargaining Units: Strength Through Intergenerational Solidarity★
7. Yearly Leadership Meetings★
8. Grievance Process★
9. Privacy and Confidentiality★
10. Advocacy in Action 101★
11. Professional Responsibility Workload Process (Multi-Sector or Sector-Specific)★
12. Facing Professional Practice Concerns: What You Can Do★
13. Health and Safety: What You Need to Know★
14. Executive Skills I: Leading a Local★

15. Executive Skills II: Leadership Moving Forward★
16. Making it Count at Labour Management Meetings★
17. CNO Standards and Accountabilities★
18. Joint Health and Safety Toolkit★
19. ONA's Investigation Guide to Fatality, Critical Injury, Illness, Accident and Exposure★
  - Microsoft Teams for Local Leadership
  - Local Executive Training: The Importance of the MIRE, Entitlements and Digital Engagement
  - *Advanced Technology for Elected Leaders (launching April 2026!)*
  - The CNO's Code of Conduct, Principle 2 and You
  - ARAO for Elected Leaders

## YEAR 2

1. Hospital/Homes Provincial Contract Interpretation Workshop★
2. Grievance Arbitration★
3. Advocacy, Proficiency and Professionalism★
4. Conducting Effective Meetings★
5. Making it Count at Investigations and Disciplinary Meetings★
6. Making it Count at Return to Work and Accommodation Meetings★
7. Basic Introduction to Human Rights★
8. Violence: Be Savvy and Safe★
9. LEAP: CNO Complaints and Reports★
10. ONA's Investigation Guide to Fatality, Critical Injury, Illness, Accident and Exposure★
  - Working with Unregulated Care Providers
  - Health and Safety: Now That You Know
  - Resolving Conflict
  - Right to Strike (*for designated right to strike sectors*)
  - Disability Income Protection Plans
  - Workplace Safety Insurance Board

- *Whistleblower Protection (launching September 2026!)*

### **Year 3**

1. Preparing Your Team for Negotiations★
2. Harassment, Mobbing and Bullying★
3. Election Process at the Local and Bargaining Unit Level★

- Scope of Professional Practice
- Health and Safety: Taking It One Step Further
- Return to Work and Accommodation: An Introduction
- Representing Members Returning to Work with Mental Health Conditions
- Advocacy in Action 101
- *New Communications Workshop (launching June 2026!)*
- LEAP: Investigations Beyond the CNO

### **Anytime**

- Negotiations Series in eLearning
- 'Grievance Process' program in eLearning
- 'Grievance Representative' program in eLearning
- Professional Responsibility Workload Process program for your sector in eLearning
- 'Introduction to Health and Safety for New Bargaining Unit Presidents' program in eLearning

### **Secretary**

#### **YEAR 1**

1. Secretaries Workshop★
2. Unionism 101: The History, the Impact, the Power★
3. Becoming an ONA Unit Representative: A Beginner's Guide★
4. Yearly Leadership Meetings★
5. Executive Skills I: Leading a Local★
6. Executive Skills II: Leadership Moving Forward★

7. Microsoft Teams for Local Leadership★
8. Local Executive Training: The Importance of the MIRE, Entitlements and Digital Engagement★
  - ARAO for Elected Leaders
  - *Advanced Technology for Elected Leaders (launching April 2026!)*

## YEAR 2

1. Yearly Leadership Meetings★
2. Advocacy in Action 101★
3. Stronger Bargaining Units: Strength Through Intergenerational Solidarity★
4. Basic Introduction to Human Rights★
5. Conducting Effective Meetings★
6. Resolving Conflict★
7. Privacy and Confidentiality★
8. *New Communications Workshop (launching June 2026!)★*

## YEAR 3

1. Yearly Leadership Meetings★
2. Election Process at the Local and Bargaining Unit Level★

## Treasurer

### YEAR 1

1. New Executive Partnership Workshop: Local Coordinators and Treasurers★
2. New Treasurer Workshop★
3. Unionism 101: The History, the Impact, the Power★
4. Becoming an ONA Unit Representative: A Beginner's Guide★
5. Stronger Bargaining Units: Strength Through Intergenerational Solidarity★
6. Yearly Leadership Meetings★
7. Executive Skills I: Leading a Local★

8. Executive Skills II: Leadership Moving Forward★
  - Microsoft Teams for Local Leadership
  - Introduction to Technology for New Bargaining Unit Presidents
  - ARAO for Elected Leaders
  - *Advanced Technology for Elected Leaders (launching April 2026!)*

## YEAR 2

1. Yearly Leadership Meetings★
2. Local Executive Training: The Importance of the MIRE, Entitlements and Digital Engagement★
3. Treasurer's Conference★
  - Conducting Effective Meetings
  - Resolving Conflict
  - Privacy and Confidentiality

## YEAR 3

1. Yearly Leadership Meetings★
2. Treasurer's Conference★
3. Election Process at the Local and Bargaining Unit Level★
4. Basic Introduction to Human Rights★

## Human Rights and Equity Representative

### Year 1

1. Becoming an ONA Unit Representative: A Beginner's Guide★
2. Introduction to Being a Human Rights and Equity Representative★
3. Unionism 101: The History, the Impact, the Power★
4. Anti-Racism, Equity and Human Rights Caucus★
5. Basic Introduction to Human Rights★
6. Disability Income Protection Plan★
7. Advocacy in Action 101★

8. Stronger Bargaining Units: Strength Through Intergenerational Solidarity★
9. The Power of the Occupational Health and Safety Act, ONA and You★
10. Workplace Safety and Insurance Board★
11. The CNO's Code of Conduct, Principle 2 and You★
12. ARAO for Elected Leaders★

### Year 2

1. Anti-Racism, Equity and Human Rights Caucus ★
2. Return to Work and Accommodation★
3. Representing Members Returning to Work with Mental Health Conditions★
4. Resolving Conflict★
5. Privacy and Confidentiality★
6. LEAP: CNO Complaints and Reports ★
7. *New Communications Workshop (launching June 2026!)★*

### Year 3

1. Harassment, Mobbing and Bullying★
2. Anti-Racism, Equity and Human Rights Caucus★
  - Violence: Be Savvy and Safe
  - Making it Count at Investigations and Disciplinary Meetings

### Anytime

- Hospital/Homes Provincial Contract Interpretation Workshop

## Unit or Site Representative

### Year 1

1. Becoming an ONA Unit Representative: A Beginner's Guide★
2. Grievance Process★
3. Professional Responsibility Workload Process (Multi-Sector or Sector-Specific)★
4. Unionism 101: The History, the Impact, the Power★

5. Advocacy in Action 101★
6. Stronger Bargaining Units: Strength Through Intergenerational Solidarity★
7. Conducting Effective Meetings★
8. The Power of the Occupational Health and Safety Act, ONA and You★
9. Basic Introduction to Human Rights★
10. Privacy and Confidentiality★
11. Resolving Conflict★
12. CNO Standards and Accountabilities★
13. LEAP: CNO Complaints and Reports★
  - Health and Safety: What You Need to Know
  - Advocacy in Action 101
  - ARAO for Elected Leaders

### **Year 2**

1. Harassment, Mobbing and Bullying★
  - Facing Professional Practice Concerns: What You Can Do
  - Working with Unregulated Care Providers
  - Health and Safety: Now That You Know
  - *New Communications Workshop (launching June 2026!)*
  - LEAP: Investigations Beyond the CNO

### **Year 3**

1. Return to Work and Accommodation: An Introduction★
  - Scope of Professional Practice

## **Negotiations Representative**

### **Year 1**

1. Becoming an ONA Unit Representative: A Beginner's Guide★
2. Preparing Your Team for Negotiations★
3. Negotiations Series in eLearning★

4. Advocacy in Action 101★
5. Hospital/Homes Provincial Contract Interpretation Workshop★
6. Resolving Conflict★
  - Right to Strike
  - Conducting Effective Meetings
  - ARAO for Elected Leaders

### **Anytime**

- Unionism 101: The History, the Impact, the Power
- Stronger Bargaining Units: Strength Through Intergenerational Solidarity
- Privacy and Confidentiality
- Microsoft Teams for Local Leadership
- Negotiations Series in eLearning

## **Labour-Management Representative**

### **Year 1**

1. Becoming an ONA Unit Representative: A Beginner's Guide★
2. Professional Responsibility Workload Process – Multi-Sector or Sector-Specific
3. Facing Professional Practice Concerns: What You Can Do★
4. Making it Count at Labour Management Meetings★
5. Conduct Effective Meetings★
6. CNO Standards and Accountabilities★
7. Scope of Professional Practice★
8. Privacy and Confidentiality★
9. Unionism 101: The History, the Impact, the Power★
10. Stronger Bargaining Units: Strength Through Intergenerational Solidarity★
11. Microsoft Teams for Local Leadership★
  - ARAO for Elected Leaders

**Year 2**

1. Working with Unregulated Care Providers★
2. Resolving Conflict★
3. LEAP: CNO Complaints and Reports★
4. LEAP: Investigations Beyond the CNO★
  - *New Communications Workshop (launching June 2026!)*
  - Advocacy in Action 101

**Year 3**

- Advocacy, Proficiency and Professionalism

**Anytime**

- Professional Responsibility Workload Process program for your sector in eLearning

## Grievance Representative

**Year 1**

1. Becoming an ONA Unit Representative: A Beginner's Guide★
2. New Grievance Chair Workshop★
3. Grievance Process★
4. Advocacy in Action 101★
5. Basic Introduction to Human Rights★
  - Microsoft Teams for Local Leadership
  - Return to Work and Accommodation: An Introduction
  - Representing Members Returning to Work with Mental Health Conditions
  - Making it Count at Investigations and Disciplinary Meetings
  - Making it Count at Return to Work and Accommodation Meetings
  - The CNO's Code of Conduct, Principle 2 and You
  - ARAO for Elected Leaders

**Year 2**

1. Grievance Arbitration★

2. Hospital/Homes Provincial Contract Interpretation Workshop★
3. Resolving Conflict★
4. Conducting Effective Meetings★
5. LEAP: CNO Complaints and Reports★
  - LEAP: Investigations Beyond the CNO
  - *New Communications Workshop (launching June 2026!)*

### Year 3

1. Harassment, Mobbing and Bullying★
2. Violence: Be Savvy and Safe★

### Anytime

- 'Grievance Process' program in eLearning
- 'Grievance Representative' program in eLearning

## Health and Safety Representative

### Year 1

1. Becoming an ONA Unit Representative: A Beginner's Guide★
2. Health and Safety: What You Need to Know★
3. The Power of the Occupational Health and Safety Act, ONA and You★
4. Health and Safety Caucus★
5. Return to Work and Accommodation: An Introduction★
6. Representing Members Returning to Work with Mental Health Conditions★
7. ARAO for Elected Leaders★
  - Health and Safety 'Ask a Specialist' Sessions
  - Basic Introduction to Human Rights
  - Microsoft Teams for Local Leadership
  - Unionism 101: The History, the Impact, the Power
  - Stronger Bargaining Units: Strength Through Intergenerational Solidarity

## Year 2

1. Health and Safety: Now That You Know★
2. Health and Safety Caucus★
3. Joint Health and Safety Committee Toolkit★
4. Conducting Effective Meetings★
5. Advocacy in Action 101★
6. Privacy and Confidentiality★
7. ONA's Investigation Guide to Fatality, Critical Injury, Illness, Accident and Exposure★
8. Disability Income Protection Plans★
9. Workplace Safety and Insurance Board★
  - Health & Safety 'Ask a Specialist' Sessions
  - WSIB 'Ask a Specialist' Sessions
  - *New Communications Workshop (launching June 2026!)*

## Year 3

1. Health and Safety: Taking It One Step Further★
2. Health and Safety Caucus★
3. Harassment, Mobbing and Bullying★
4. Resolving Conflict★
  - Health and Safety 'Ask a Specialist' Sessions
  - Violence: Be Savvy and Safe
  - Workplace Safety Insurance Board

## Anytime

- 'Introduction to Health and Safety for New Bargaining Unit Presidents' program in eLearning
- For more advanced education, access training through the Workers Health & Safety Centre, [www.whsc.on.ca](http://www.whsc.on.ca)

## Professional Responsibility and Workload Representative

### Year 1

1. Becoming an ONA Unit Representative: A Beginner's Guide★
2. Professional Responsibility Workload Process – Multi-Sector or Sector-Specific★
3. Microsoft Teams for Local Leadership★
4. Facing Professional Practice Concerns: What You Can Do★
5. CNO Standards and Accountabilities★
6. The CNO's Code of Conduct, Principle 2 and You★
7. Privacy and Confidentiality★
8. Conducting Effective Meetings★
9. Stronger Bargaining Units: Strength Through Intergenerational Solidarity★
10. Professional Responsibility "Ask a Specialist" Sessions★
  - Making it Count at Labour Management Meetings
  - LEAP: CNO Complaints and Reports
  - Unionism 101: The History, the Impact, the Power
  - ARAO for Elected Leaders

### Year 2

1. Working with Unregulated Care Providers★
2. Scope of Professional Practice★
3. Advocacy, Proficiency and Professionalism★
4. Professional Responsibility "Ask a Specialist" Sessions★
  - *New Communications Workshop (launching June 2026!)*
  - Advocacy in Action 101
  - LEAP: Investigations Beyond the CNO

### Year 3

1. CNO Quality Assurance Learning Plans★

2. Resolving Conflict★
3. Professional Responsibility “Ask a Specialist” Sessions★
  - Violence: Be Savvy and Safe

### Anytime

- Professional Responsibility Workload Process program for your sector in eLearning

## Safe Return to Work/Accommodation Representative

### Year 1

1. Becoming an ONA Unit Representative: A Beginner’s Guide★
2. Return to Work and Accommodation: An Introduction★
3. Health and Safety: What You Need to Know★
4. The Power of the Occupational Health and Safety Act, ONA and You★
5. Health and Safety Caucus★
6. Basic Introduction to Human Rights★
7. ARAO for Elected Leaders★
8. Representing Members Returning to Work with Mental Health Conditions★
9. Safe Return to Work/Accommodation Representative★
10. Conducting Effective Meetings★
11. Unionism 101: The History, the Impact, the Power★
12. Stronger Bargaining Units: Strength Through Intergenerational Solidarity★
  - Microsoft Teams for Local Leadership

### Year 2

1. Disability Income Protection Plans★
2. Workplace Safety and Insurance Board★
3. Making it Count at Return to Work and Accommodation Meetings★
4. Health and Safety: Now That You Know★
5. Health and Safety Caucus★

6. Joint Health and Safety Committee Toolkit★
7. Privacy and Confidentiality★
8. ONA's Investigation Guide to Fatality, Critical Injury, Illness, Accident and Exposure★
- *New Communications Workshop (launching June 2026!)*

### Year 3

- Health and Safety: Taking It One Step Further★
- Health and Safety Caucus★
- Harassment, Mobbing and Bullying★
- Resolving Conflict★
- Violence: Be Savvy and Safe★

### Anytime

- For more advanced education, access training through the Workers Health & Safety Centre, [www.whsc.on.ca](http://www.whsc.on.ca)

## Professional Development

### Year 1

- Becoming an ONA Unit Representative: A Beginner's Guide
- Unionism 101: The History, the Impact, the Power
- Stronger Bargaining Units: Strength Through Intergenerational Solidarity
- Scope of Professional Practice
- Advocacy in Action 101
- CNO Standards and Accountabilities
- CNO Quality Assurance Learning Plans
- LEAP: CNO Complaints and Reports
- Microsoft Teams for Local Leadership

### Year 2

- Conducting Effective Meetings
- Privacy and Confidentiality

- The CNO's Code of Conduct, Principle 2 and You
- ARAO for Elected Leaders
- *New Communications Workshop (launching June 2026!)*
- LEAP: Investigations Beyond the CNO

### **Year 3**

- Working with Unregulated Care Providers
- Basic Introduction to Human Rights
- Resolving Conflict

### **Anytime**

- Professional Responsibility “Ask a Specialist” Sessions
- Professional Responsibility Workload Process program for your sector in eLearning

## **Political Action**

### **Year 1**

- Becoming an ONA Unit Representative: A Beginner’s Guide
- Unionism 101: The History, the Impact, the Power
- Advocacy in Action 101
- Stronger Bargaining Units: Strength Through Intergenerational Solidarity
- *New Communications Workshop (launching June 2026!)*
- Resolving Conflict

### **Year 2**

- Privacy and Confidentiality
- Professional Responsibility Workload Process – Multi-Sector or Sector-Specific
- CNO Standards and Accountabilities
- ARAO for Elected Leaders
- Violence: Be Savvy and Safe
- Harassment, Mobbing and Bullying

- Microsoft Teams for Local Leadership

## ONA Members

### Year 1

1. Unionism 101: The History, the Impact, the Power★
2. Stronger Bargaining Units: Strength Through Intergeneration Solidarity★
3. CNO Standards and Accountabilities★
4. CNO Quality Assurance Learning Plans★
5. Professional Responsibility Workload Process – Multi-Sector or Sector-Specific★
6. Grievance Process★
7. The Power of the Occupational Health and Safety Act, ONA and You★
8. *New Communications Workshop (launching June 2026!)*
  - Health and Safety: What You Need to Know
  - Basic Introduction to Human Rights
  - Violence: Be Savvy and Safe
  - The CNO's Code of Conduct, Principle 2 and You

### Year 2

1. Harassment, Mobbing and Bullying★
2. LEAP: CNO Complaints and Reports★
3. Resolving Conflict★
4. Advocacy in Action 101★
  - Facing Professional Practice Concerns: What You Can Do
  - Working with Unregulated Care Providers
  - Health and Safety: Now That You Know

### Year 3

1. Becoming an ONA Unit Representative: A Beginner's Guide★
2. Scope of Professional Practice★
3. Advocacy, Proficiency and Professionalism★

- Disability Income Protection Plans
- *Whistleblower Protection (launching September 2026!)*
- Workplace Safety and Insurance Board
- LEAP: Investigations Beyond the CNO
- Return to Work and Accommodation: An Introduction
- Representing Members Returning to Work with Mental Health Conditions

### **Anytime**

- 'Welcome to Your ONA' program in eLearning
- Professional Responsibility Workload Process program for your sector in eLearning

## **CNSA Students**

### **Year 1**

1. Unionism 101: The History, the Impact, the Power★
2. 'Welcome to Your ONA' program in eLearning★
3. Advocacy in Action 101★
4. *New Communications Workshop (launching June 2026!)*★
5. Stronger Bargaining Units: Strength Through Intergeneration Solidarity★
6. CNO Standards and Accountabilities★
7. CNO Quality Assurance Learning Plans★
8. Professional Responsibility Workload Process – Multi-Sector or Sector-Specific★
9. Grievance Process★
10. The Power of the Occupational Health and Safety Act, ONA and You★
  - Health and Safety: What You Need to Know
  - Basic Introduction to Human Rights
  - Violence: Be Savvy and Safe

### **Year 2**

1. Harassment, Mobbing and Bullying★

2. LEAP: CNO Complaints and Reports★
3. Resolving Conflict★
  - Facing Professional Practice Concerns: What You Can Do
  - Working with Unregulated Care Providers
  - Health and Safety: Now That You Know

### **Year 3**

1. Scope of Professional Practice★
2. Advocacy, Proficiency and Professionalism★
  - Disability Income Protection Plans
  - Workplace Safety and Insurance Board
  - LEAP: Investigations Beyond the CNO
  - Return to Work and Accommodation: An Introduction
  - Representing Members Returning to Work with Mental Health Conditions