

PRACTICE

- **Have you activated your Alinity Account?**
- **All LPNS Must Activate Their Account Before Licensure Renewal and Ensure Their CCP Has Been Inputted.**
- **To Learn More, Visit page 11**



**COLLEGE OF
LICENSED PRACTICAL NURSES
OF NEWFOUNDLAND AND LABRADOR**

Volume 9, Issue 3 – September 2024

PRACTICE

The College of Licensed Practical Nurses of Newfoundland and Labrador PRACTICE magazine includes a wide array of information on nursing regulation, nursing licensure, nursing practice and many other health related topics. PRACTICE is published electronically three times a year. CLPNNL welcomes feedback, suggestions and submissions from readers at wsquires@clpnnl.ca.

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PRACTICE, presented by CLPNNL

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Mandate

Promoting safety and protection of the public through the provision of safe, competent, and ethical care



COLLEGE OF
LICENSED PRACTICAL NURSES
OF NEWFOUNDLAND AND LABRADOR



REMINDER:

KEEP YOUR INFORMATION UP-TO-DATE!

The name (first and last) on your documentation, and on all professional communications must reflect the name that appears on your CLPNNL licensure information. Changes to your name, employer, and address must be updated with CLPNNL

Under the College of Licensed Practical Nurses of Newfoundland and Labrador By-Laws (2022) *Section 31. Accuracy of Information*, Licensees **must** notify the College of any change or addition to employer, address, and/or name no later than 30 days after the effective date of the change.

All change requests must be made by logging into your *Alinity Member Portal*ⁱ via the CLPNNL website. Follow the instructions in the portal to update, or to request changes to your information. Please note that some changes, such as name, require supporting documentation. You will be prompted to upload supporting documents if required.

It is in the interest of public safety that the name that you practice under, and the name that your license is issued under, are the same. CLPNNL issues licenses in the name that appears on your government issued identification. The “Find a Nurse” public register on the CLPNNL website lists the name in which your license is issued. This tool is used by the public, and employers, to verify that you are an LPN and that you hold a valid license to practice.

Still have questions?
Give us a call @ 709-579-3843.

Please note that when you call or visit CLPNNL, you may need to provide information confirming your identity.



ⁱ If you have not activated your Alinity Member Portal, please consult the last e-mail CLPNNL sent you regarding your login. If the login link in that e-mail has expired, please contact us at 709-579-3843.

ONE NURSING REGULATOR UPDATE

In recent communications CLPNNL indicated that discussions are taking place around having one nursing regulator in this province. As we work to better understand what this process might look like we want to share some more information with you.

The CLPNNL is the regulator for LPNs in this province, and the College of Registered Nurses (CRNNL) is the regulator for Registered Nurses and Nurse Practitioners in this province. These organizations are separate entities with the same mandate. The Colleges are both granted the legislative authority by the provincial government to protect the public. At present, the Colleges have alignment in almost all functions of their operational structures, such as granting licensing, approving education programs, setting the standards of practice, and performing disciplinary functions.

The CLPNNL Board and the CRNNL Council have agreed, through resolutions, to unite and form one nursing regulator. A single nursing regulator for the province will better serve the public and strengthen all aspects of nursing regulation in Newfoundland and Labrador. It would enhance coordination and role clarity across the nursing community. It would improve care through shared practice standards that promote consistency and interprofessional collaborative practice. And this move would leverage the benefits of combined infrastructure and services to better manage costs for registrants.

The move to a single nursing regulator will require a change to the provincial legislation. There are currently two nursing legislations in this province: The Licensed Practical Nurses Act, and the Registered Nurses Act. A new Nursing Act, which would include all regulated nurses is being considered by Government.

The included *Declaration of Intent to Form a Single Nursing Regulator, signed by the CLPNNL Board Chair, and CRNNL Council Chair* outlines the principles that will guide how the Colleges will work together to form one nursing regulator.

The timeline for this action is not yet known. We will provide more information as it becomes available, and as we move forward.



COLLEGE OF
LICENSED PRACTICAL NURSES
OF NEWFOUNDLAND AND LABRADOR



College of **Registered Nurses**
of Newfoundland & Labrador
Setting the Standard for Nursing Excellence.

DECLARATION OF INTENT TO FORM A SINGLE NURSING REGULATOR

The Colleges have agreed, through resolutions of their respective boards (the Boards), to unite and form one nursing regulator (ONR) for Newfoundland & Labrador (NL). The Boards will work collaboratively to form a new nursing regulator that will regulate all nursing professionals in NL: Licensed Practical Nurses, Registered Nurses, and Nurse Practitioners. ***(Pending legislation created by provincial Government to support same).***

The Boards intend that ONR will:

1. Engage in evidence-informed regulatory best practices that protect the public.
2. Improve quality and safety for the public through enhanced coordination and role clarity across the nursing community.
3. Improve care through shared practice standards that promote consistency and interprofessional collaborative practice.
4. Reduce complexity through a single point of contact for registrants and the public.
5. Model collaboration that will respect and bridge professional differences and foster inclusive relationships.
6. Realize the benefits to the public of nursing professionals coming together while maintaining and supporting the distinct identity, scope of practice and unique contributions of each nursing profession.
7. Leverage the benefits of combined infrastructure and services to better manage costs for registrants.

The Boards have agreed that the following principles will guide how the Colleges will work together to form ONR:

1. Recognize that protection of the public interest is paramount.
2. Engage in respectful working relationships and conversations.
3. Ensure clarity and transparency of our action, decisions and communications.
4. Ensure an equal voice and a culture of equity for each nursing profession in the governance and operational structures of the new organization in a manner consistent with the public interest.
5. Preserve the nursing designations and recognize they are distinct from one another.
6. Demonstrate good stewardship of resources in our actions and decision-making.
7. Work to ensure that day-to-day operations continue without interruptions as a result of the move to create a new College.
8. Ensure decision-making is based on consensus and equal representation/input.

Further that the Boards when ready will:

1. Speak with one voice to external stakeholders regarding process and outcomes.
2. Engage our key stakeholders in dialogue regarding our process and outcomes.



Megan Hudson, Council Chair
College of Registered Nurses
Nurses of NL



Chris Janes, Board Chair
College of Licensed Practical Nurses of NL

June 6, 2024

2024 QUALITY MONITORING OF CCP FOR THE 2023-24 LICENSING YEAR – UPDATE

In May 2024 the College of Licensed Practical Nurses of NL randomly selected five (5) percent of licensed practical nurses who had identified compliance with the CCP requirements at licensure renewal to participate in the CCP quality monitoring. The College also identified 10 LPNs who were late with document submission at last year's quality monitoring therefore were reselected this year. LPNs were asked to submit their proof of compliance, and any LPN that submitted late will be re-selected for Quality monitoring next year. The CCP Quality Monitoring process is outlined in the CCP Toolkit.

Ninety-six percent (96%) of LPNs who were selected for the 2023-2024 Quality Monitoring have complied with all requirements. An update will follow in the January 2025 edition of Practice.

Have you started entering your CCP hours in your member portal?

You can now start to input your CCP hours into the “my learning” section of your member portal which you access via the CLPNNL website. By licensure renewal all LPNs must have logged their required CCP.

Check out the events page of the CLPNNL website to register for a webinar on how to use your Alinity member portal for CCP and other member services.

Still have questions? Please contact Wanda Squires, Practice Consultant at wsquires@clpnnl.ca.

Stay Connected...



Follow CLPNNL on [X](#) (formerly Twitter) and/or [Facebook](#) today @collegeLPNNL. Be sure to like, share, and re-tweet information.

Don't forget to check the CLPNNL website regularly for the most up to date regulatory information for LPNs...remember, my practice is my responsibility.

Calling all RNs, LPNs, and NPs ...

Research Opportunity for Nursing Professionals who Practice in Family Care Teams!



**ARE YOU A NURSE
WORKING IN A
FAMILY CARE TEAM IN
NEWFOUNDLAND AND LABRADOR?**

JOIN OUR RESEARCH STUDY!

Researchers at Memorial University want to gain an understanding of the transition to practice experiences of nurses (NPs, RNs, and LPNs) and their contributions within newly implemented Family Care Teams

If you are interested in participating in a qualitative interview or would like more information about the study, please contact:

Dr. Julia Lukewich at jlukewich@mun.ca



For more information regarding your rights as a research participant, please contact the HREB at (709) 864-8871 or info@hrea.ca



JURISPRUDENCE MATTERS

In this edition, we highlight the *Advance Health Care Directives Act (1995)*. The full title of this provincial legislation is [*An Act Respecting Advance Health Care Directives and the Appointment of Substitute Health Care Decision Makers \(1995\)*](#).

Why is this piece of legislation relevant to nursing practice?

The short answer is that it matters that you know how your patients/residents/clients¹ want their health care delivered, and what care they do, or do not, want provided. Most of the time, this is determined through a conversation with your client, and/or substitute decision maker, as you plan care or obtain an informed consent for the care you are about to provide. At times, though, clients may be unable to communicate their wishes.

What is an Advance Health Care Directive (AHCD)?

An advance health care directive is a written statement of an individual's health care wishes. It is used in the event of an illness or injury that leaves the individual unable to communicate their health care wishes to others. Their directive will not be used during any times when they can communicate their health care wishes to others.

A written Advance Health Care Directive provides a mechanism for respectful understanding of the client's wishes when the client cannot now speak for themselves or is not competent to make their own care decisions. An AHCD can inform the providers of health care, and others such as substitute decision makers, about future treatment, and care plans for the client.

Who can make an AHCD?

The Act, Section 3(1) states

"A person who is competent may make an advance health care directive setting out the person's instructions regarding his or her health care treatment or setting out general principles regarding the type of health care the person wants."

Advance health care planning by a client is voluntary and focuses primarily on an individual's rights and values. Nursing has always upheld the values of respect for diverse views and client rights; for the assurance of informed consent; and for meaningful and supportive nurse-client relationships. The CLPNNL Code of Ethics for Licensed Practical Nurses, principle 3.3, states that LPN's "assist, support and respect a client's informed decision making, including when

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[Important Information](#)
(Includes details about the availability of printed and electronic versions of the Statutes.)

[Table of Public Statutes](#) [Main Site](#) [How current is this statute?](#)

[Responsible Department](#)

SNL1995 CHAPTER A-4.1

ADVANCE HEALTH CARE DIRECTIVES ACT

Amended:
1999 c22 s2; 2006 cM-9.1 s83; 2011 cA-4.01 s36; 2021 cA-4.02 s41

CHAPTER A-4.1

**AN ACT RESPECTING ADVANCE HEALTH CARE DIRECTIVES AND
THE APPOINTMENT OF SUBSTITUTE HEALTH CARE DECISION
MAKERS**

(Assented to May 31, 1995)

factors reduce the client’s capacity to make decisions”. LPN’s who are informed about their client’s wishes are best positioned to uphold the fundamental ethical principles of the profession.

Many acute care and long-term care employers outline their policy direction for employees about when, how, and by whom conversations with clients occur around advance health care directives. Check out your employer’s policy.

To further inform yourself, and others, about this topic you can visit the NL Government website for a brochure called [It’s Your Decision: how to make an Advance Health Care Directive](#) or visit the NL Public Legal Information Association of NL (PLIAN).



This provincial legislation, along with an alphabetical listing of all provincial Statutes is available online and linked [here](#).

¹ In this article, the term client is meant to include resident and patient; the consumer of health care.

NEW

Learning Module for the Code of Ethics

To complete the on-line learning module for the *CLPNNL Code of Ethics for Licensed Practical Nurses*, visit the Canadian Council for Practical Nurse Regulators website <https://ccpnr.ca/resources/>

This interactive, 1-hour long module is offered at no cost, and no registration is required. A certificate of completion is available to you once you complete the learning module and obtain a passing mark on the post-test.

Don't forget to log your learning on your CLPNNL member portal.





Self-Reporting of Practice Hours

LPNs in Newfoundland and Labrador are reminded that, starting this year, they are required to track and self-report practice hours on licensure renewal.

LPNs can track their hours in whichever manner best suits them, e.g., paper logbook, a time keeping app, a calendar. Review the CLPNNL fact sheet on self-reporting of practice hours [here](#).

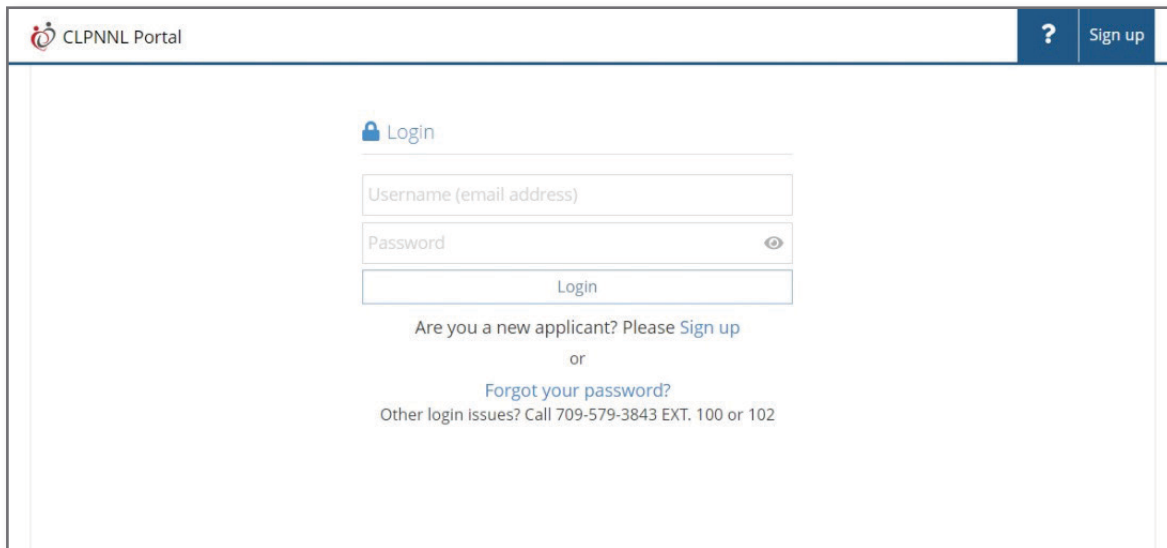
Have you visited the CLPNNL documents library lately?

Did you know there's a new document?

CLPNNL along with our colleagues at the College of Registered Nurses of NL created a new document titled *"Considerations for Determining Assignment of Care"* to help nurses better understand the assignment of care. This document provides direction for RNs and LPNs who work collaboratively to meet the client's health care needs. To view this new document, click [here](#).

UPDATES ON YOUR NEW CLPNNL MEMBER PORTAL

Since May, CLPNNL has been sending e-mails inviting LPNs to activate their Alinity Account to access their *CLPNNL Member Portal*. 60% of LPNs have activated, and are using, their member portal, including entering their CCP activities.

The image shows a screenshot of the CLPNNL Member Portal login page. At the top left, there is a logo and the text "CLPNNL Portal". At the top right, there is a dark blue navigation bar with a white question mark icon and the text "Sign up". The main content area is white and contains a "Login" section. It starts with a blue padlock icon and the word "Login". Below this are two input fields: "Username (email address)" and "Password" (with an eye icon for toggling visibility). A "Login" button is positioned below the password field. Underneath the button, there is a link: "Are you a new applicant? Please Sign up". Below that is the word "or". Then there is a link: "Forgot your password?". At the bottom of the login section, there is a line of text: "Other login issues? Call 709-579-3843 EXT. 100 or 102".

Have you activated your account?

All LPNs will need to activate their Alinity account before registration renewal begins, so why not get started!

Here are answers to questions we have heard.

➤ **How do I “activate” my account?**

You can activate your account by following the instructions in the latest e-mail we have sent to you. They are specific to you. CLPNNL is only sending “Activate now” e-mails to LPNs that have not yet completed their sign-up process.

➤ **Do I have to use the Alinity member portal to record my CCP, or to renew my license?**

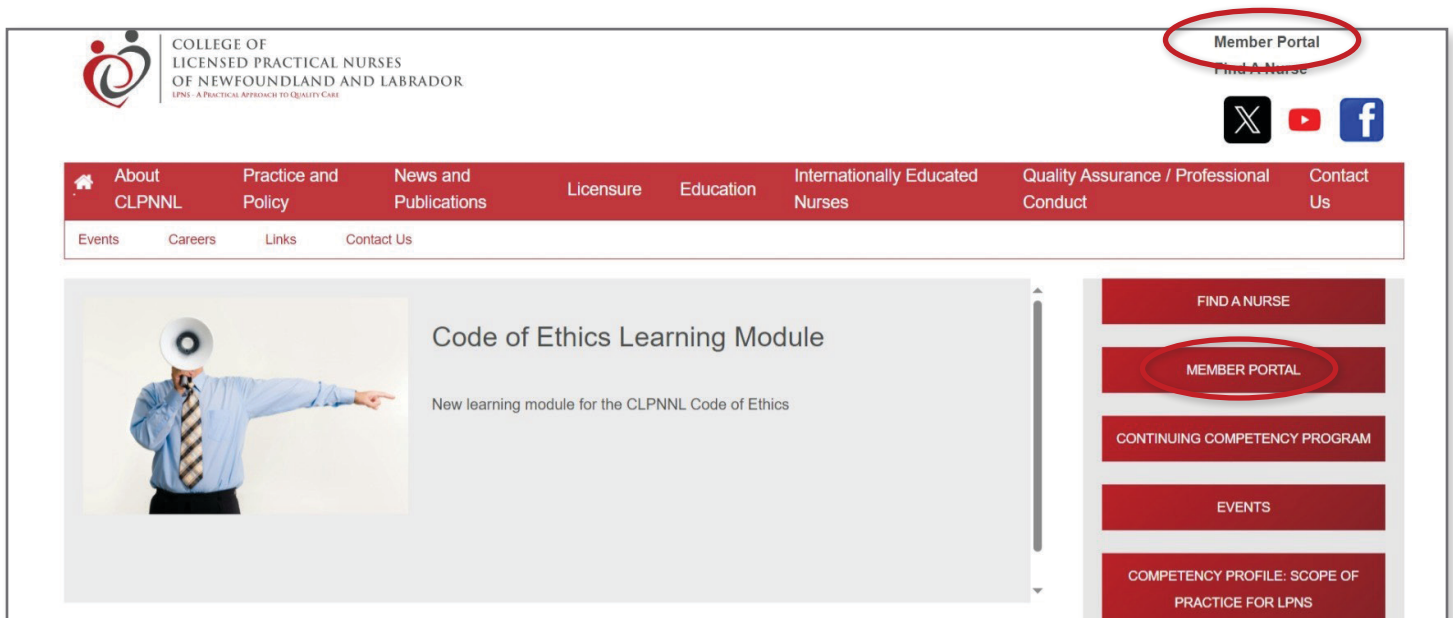
Yes. We no longer have paper applications, or manual processes to address your requests. The member portal is a secure and accurate way to make changes to your information, to request a verification of your license, to log your CCP, and to renew your license. All LPNs are required to log their CCP before being able to renew their license in the coming year. You can start now and log your CCP hours in your member portal as you complete learning activities.

➤ **Can I come to the CLPNNL Office and pass in my information?**

While we love to see you, we are using an online process to manage registrant information and activities, and therefore cannot accept your renewals or requests in person. We will direct you to your Alinity member portal. If you need assistance to navigate the portal we are here, and happy to help.

➤ **Is my personal information secure?**

Yes. Security and accuracy of information is one of the reasons we have moved to the Alinity System. Each time you log into your member portal you will encounter 2-factor authentication. You will receive an e-mail containing a code you must enter to continue your login process. This validates it is you who is accessing your information, and is a similar process used by banks and Revenue Canada. This is one of the reasons why you must keep your information, including your e-mail address, up to date and why you must protect your password.



Check out a CLPNNL webinar about the Member Portal. This can be found by visiting the Events page of the CLPNNL website (www.clpnnl.ca).

Professional Leadership Workshop for LPNs

Tuesday October 29, 2024

Grand Falls - Windsor

REGISTER NOW!

CLPNNL is pleased to offer an in-person *Professional Leadership* workshop for LPNs in Fall 2024. The workshop will be held at the *Mount Peyton Hotel* on Tuesday October 29, 2024, from 0830 - 1600.

Join us for this day-long interactive event where LPNs will discuss important professional regulatory information while building leadership capacity.

Registration is required to attend, and registration will close on October 11th.

PRIOR to registering, please confirm that you will be available to attend on October 29th.

To register:

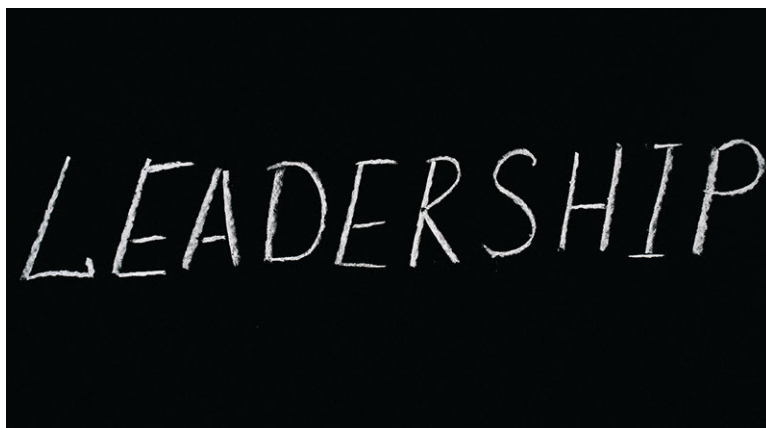
1. Click [here](#) to complete the registration request form. (Save the form to your device)
2. Forward (attach or copy) the completed form by e-mail to Wanda Squires at wsquires@clpnnl.ca (Incomplete forms cannot be processed).

You will receive an e-mail to confirm your registration for the workshop. Further details will be provided to workshop registrants as the event approaches.

This event qualifies for 7.5 hours of learning activity for CCP.

While the workshop is being offered in Grand Falls-Windsor, LPNs from any area may attend. CLPNNL does not charge a registration fee. We provide all workshop materials and lunch/breaks during the event. However, we do not cover any transportation costs associated with an LPN's travel or accommodations.

Space is limited, so register today!



Ask a Practice Consultant

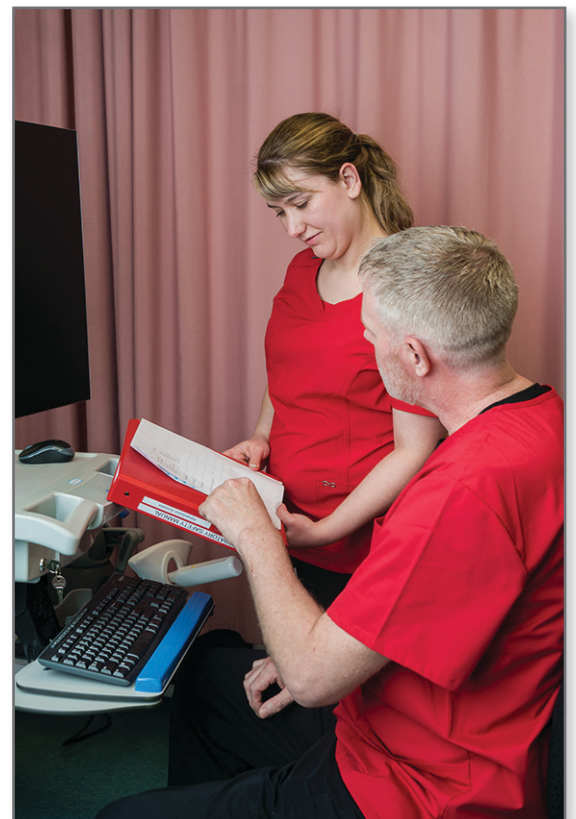
Q: In my practice area, we are preparing to welcome new LPNs. My employer has hired several Internationally Educated Nurses as well as new graduates of the Canadian PN program. I feel I can be a great preceptor, and I would like to obtain additional knowledge in this practice area. Where might I find this education?

A: Preceptoring demonstrates the LPNs commitment to support all nurses to become the best professionals they can be. Preceptors provide new nurses and students with information about practice and nursing roles and help them to integrate their new learnings into practice. Leadership qualities are important in preceptoring, and leadership to support preceptoring is a practice standard.

While the elements of Leadership are threaded throughout the practical nursing program, preceptors are best prepared when they enhance their preceptoring abilities with continuing education. The College of the North Atlantic (CNA) has developed a free online module titled the *Preceptor Training Course (PTC)* that you can complete.

Interested in completing this free module? Contact Amanda Kinsman, Student Development Officer/HSPnet Coordinator at 709/758-7636 or, email amanda.kinsman@cna.nl.ca.

See the CLPNNL's fall webinar schedule for a webinar on preparing to be a preceptor.





CLPNNL FALL WEBINARS

To register for any event, visit www.clpnnl.ca/events.

Date	Time	Title
September 17/24	1:00 pm	Alinity Member Portal – What LPNs Need to Know
October 3/24	2:00 pm	CLPNNL Directed Learning: Enhancing Client Safety through Professional Respectful Communication
October 9/24	2:00 pm	Office of the Information and Privacy Commissioner
October 10/24	1:00 pm	Alinity Member Portal – What LPNs Need to Know
November 26/24	1:00 pm	Alinity Member Portal – What LPNs Need to Know
December 5/24	2:00 pm	Using the Scope of Practice Framework to determine Assignment of Care
December 11/24	2:00 pm	Using the Scope of Practice Framework to determine Assignment of Care

ELECTION OF LPNs TO THE CLPNNL BOARD - ZONES I AND III

The CLPNNL is seeking nominations for one LPN to be elected to the Board of the CLPNNL for each of Zones I (Eastern) and III (Central). Each position is for a three-year term (January 1, 2025 – December 31, 2027). To be eligible for nomination, the LPN must **reside** in the electoral zone.

In March 2022, the CLPNNL Board of Directors voted for changes to the CLPNNL By-Laws. Section 21 of the CLPNNL By-Laws now has a provision that every licensee in the province is entitled to vote in every election.

For more information about the election process, please contact the CLPNNL office, or visit www.clpnnl.ca. A copy of the By-laws that outline the catchment areas for Zones I and III is available on the website.



SCHEDULE OF THE ELECTION PROCESS FOR ZONES I AND IV

1. Deadline for receipt of completed nomination forms at the CLPNNL office is **October 25, 2024, at 1630 hrs.**
2. Instructions for online voting and a list of nominees (with Biography) will be emailed to all LPNs on **November 8, 2024.**
3. The window for online voting in each electoral zone will take place from **November 22 to December 6, 2024.**
4. Notification of election results takes place on or around **December 9, 2024.**



For more information on Zoning, please visit the [CLPNNL By-laws](#).



CLPNNL 2024 ANNUAL GENERAL MEETING (AGM) UPDATE

Notes from CLPNNL's 2024 Annual General Meeting

On Thursday, June 13th the 2024 AGM was held virtually. Christopher Janes, Board Chair, presented the annual report. Highlights of the Board's activities in the 2023 – 2024 year included undertakings related to:

- The development of multiple pathways for licensure
- 407% increase in the number of LPNs applying for licensure who are coming from other Canadian jurisdictions.
- 44% increase in the number of international applicants for licensure as an LPN.
- Age and practice area statistics for practicing LPNs.
- The number of allegations received by the registrar, and their disposition through the Professional Conduct Review process, or the Quality Assurance Process.

The auditor's report for the fiscal year ending March 31, 2024, was presented, and the Auditor was appointed for the coming year.

Chris Janes thanked the many stakeholders and collaborators who enable CLPNNL to carry out their work. Chris also expressed gratitude to the CLPNNL Board members, and Staff for their support to him in his role throughout his term.

The Annual Report was received by the Minister of Health and Community Services. The full Annual Report is also available on the CLPNNL website and linked here. CLPNNL encourages all LPNs to review this report.



Decision of Adjudication Tribunal

In the matter of a Complaint against Shawna Regular, LPN, referred to the Disciplinary Panel for a hearing before an Adjudication Tribunal appointed pursuant to subsection 17(3) of *Licensed Practical Nurses Act, 2005* (the "Act"). On July 17, 2024, the Adjudication Tribunal of the CLPNNL found Shawna Regular, LPN not guilty of conduct deserving of sanction in the matter of the Complaint. Use the following link for more information: <https://www.clpnnl.ca/decisions>.

QUALITY OF CARE NL

Practice Points Volume 11 – Partner Share Toolkit

Email Blast/Newsletter Item

Quality of Care NL recently released volume 11 of Practice Points, a publication outlining their research and evaluation work in the areas of System Performance & Quality, Community Care, Hospital Services, Aging and Long-Term Care, and Social Determinants of Health & Social Care.

View the details and download a copy at <https://qualityofcarenl.ca/practice-points/>.

[Quality of Care NL](https://qualityofcarenl.ca/practice-points/) is an applied health and social systems research and evaluation program aimed at improving social and health outcomes in Newfoundland and Labrador.

Sample Social Content

Our friends @QualityofCareNL have released volume 11 of Practice Points, a publication outlining their research and evaluation work in five key areas of health and social care in Newfoundland & Labrador! Check it out at <https://qualityofcarenl.ca/practice-points/>

Practice Points
Volume 11
July 2024

Quality of Care NL
The right treatment, for the right patient, at the right time.

SUPPORT
Supporting patient-oriented research in Newfoundland and Labrador.

- System Performance & Quality
- Community Care
- Hospital Services
- Aging & Long-Term Care
- Social Determinants of Health & Social Care
- Environmental Sustainability of Health Care

[www.qualityofcarenl.ca/practice-points](https://qualityofcarenl.ca/practice-points)

Alt text: An image of the cover of Practice Points Volume 11. System performance and quality, community care, hospital services, aging and long-term care, social determinants of health and social care, environmental sustainability of health care. [www.qualityofcarenl.ca/practice-points](https://qualityofcarenl.ca/practice-points)

Practice Points Volume 11 – Partner Share Toolkit

Links to Quality of Care NL's Content

X post: <https://x.com/QualityofCareNL/status/1818627424399102450>

LinkedIn post: https://www.linkedin.com/posts/quality-of-care-nl_the-latest-edition-of-practice-points-is-activity-7224393163153588224-1wVP

Facebook post:

<https://www.facebook.com/QualityofCareNL/posts/pfbid02w2kGq3A2i66F5KXkp3UdRZp34LeyNPakAU85uXVYF5U4XbzQGyCxTmayRRdn9e4xl>

Email campaign: <https://mailchi.mp/qualityofcarenl/practice-points-vol-11-now-available>

Webpage: <https://qualityofcarenl.ca/practice-points/>

CLPNNL's Directed Learning

Have you completed your Directed Learning for the 2024-25 licensing year?

This year's *Directed Learning* is to attend a CLPNNL webinar on “**Enhancing Client Safety through Professional Respectful Communication**”.

Each year, CLPNNL's Quality Assurance Committee identifies one learning activity that all LPNs must complete as part of their CCP. You must complete this directed learning, along with your other learning, and log it in your “my learning” section of your member portal prior to licensure renewal.

There's still time! Visit the CLPNNL website, click on Events, and scroll to *Recorded Past Events* where you'll find the recorded webinar “Enhancing Client Safety through Professional Respectful Communication”.

You can also visit the CLPNNL [YouTube](#) site directly to obtain this required education.



Enhancing client safety through respectful, professional communication

2024/25 CLPNNL Directed Learning



Tips from the Quality Assurance Committee on Professional Communication

Professional communication is the responsibility of nursing professionals to ensure that they carry out safe care for all clients. LPNs are accountable to use effective communication in the interest of client safety. Communication takes place with clients, their loved ones, nurses, and colleagues, and it must build professional relationships and positively impact client outcomes. Clients and healthcare teams rely on effective communication to build strong relationships. The communication can be verbal and/or non-verbal, and the interaction must be polite, build integrity and trust, empathy, transparency, equity, equality, and carried out with open dialogue.

As professionals, we all intend to provide the safest care possible. In doing so, we must reflect upon our actions. Ask yourself what is it you are intending to say, do? Reflect on what the outcome might look like. Ask yourself, are you being clear and concise? As professionals, LPNs must reflect on their practice and how that practice is carried out. Some examples of reflection include the following:

- Is the information I wish to share clear, consistent, accurate, honest, non-judgmental, kind, friendly, culturally aware?
- Is my communication free of discrimination, harassment, oppression, and bullying?
- Am I prepared ahead of time?
- Am I an active listener?
- Have I provided constructive feedback?
- Have I shared enough information and ideas to establish a mutual understanding?
- Am I mindful of my nonverbal communication?
- Am I mindful of my tone of voice (volume, projection, word choices)?
- Am I being positive in my practice?
- Have I considered the potential impact on others based on what I'm about to say?

Nurses who take the time to reflect, listen, and understand the concerns of each of their clients and colleagues are better prepared to address issues as they arise, resulting in better client outcomes and positive practice environments.

This licensing year, the Quality Assurance Committee has identified that the CLPNNL Directed Learning for all LPNs is to complete the educational webinar titled *“Enhancing Client Safety through Respectful, Professional Communication”*. This webinar can be found on the CLPNNL website under the events tab or by clicking [here](#).





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