

## Annual Report 2014 - 2015

# A YEAR OF CARE



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*Nasim Akhtar received her certificate and had her photo taken with Premier Kathleen Wynne at the RNAO Career Expo 2014*

**Cover: Photographs from the 1st Annual Conference for IENs, November, 2014:**

*The Hon. Jean Augustine, Fairness Commissioner of Ontario; Board Member Ella Ferris, St. Michael's Hospital, PRINTBRAIN President Joshua Benezrah, Joan Lesmond IEN of the Year Winner, Ahmad Baki, RN, Zubeida Ramji, CARE Centre Executive Director; conference delegates; 2014 Joan Lesmond IEN of the Year Award-winner, Adela Belisario, RPN and 2013 winner Edsel Mutia, RN; Member IEN Yanjun Yang; Member IEN Dorothy Muiruri, "Nurse Tilda" Shalof, Professional Practice Lead Ruth Wojtiuk, Case Manager Anaar Shariff and Member IEN Binnie Hutchison*

CARE Centre for Internationally Educated Nurses (IENs) has supported over 1,700 nurses from more than 140 countries to become registered in the province since 2001. CARE Centre is funded by the Ontario Government and the Government of Canada. A non-profit organization, CARE Centre provides IENs with a continuum of services to support them to be successful. CARE Centre recognizes the value of nurses with diverse education and experience and engages in research, education and policy development to improve access and equity for IENs. CARE Centre is committed to IENs' full contribution to Canada's healthcare workforce. CARE Centre for IENs is a registered charity (#84420 5948 RR0001). For more information, visit the website at [www.care4nurses.org](http://www.care4nurses.org)

# MESSAGE FROM THE CHAIR — SALEEM HALL

It gives me great pleasure to write this message in my first term as Chair of CARE Centre's board of directors. Although I have previously served as a board member, and carry forward the history of WoodGreen being one of CARE Centre's founding organizations, my new position affords a great view of the future. CARE Centre has moved into its fourteenth year of operation after this reporting period, and will be starting plans for its "crystal" anniversary in 2016 – an apt reflection of the clear vision CARE Centre and its people have used to grow and succeed.


The exceptional staff members who deliver case management and specialized educational options are with CARE Centre's member IENs on every step in their journey to registration. None of the outstanding results achieved year over year would be possible without the commitment of Executive Director Zubeida Ramji and her entire team. That they achieve what they do with their modest resources is further testament to the calibre of their professionalism. I am equally appreciative of CARE Centre's dedicated board members previously led by outgoing chair Amy Go, another of CARE Centre's founders through her work at Yee Hong Centre for Geriatric Care. Amy ended her tenure as chair and on the board this past year, but has continued to volunteer on the board fundraising and government and stakeholder relations committees.

Other members of committees include five new board members this year: Jean-Jacques Rousseau, Harpreet Sachdev, Jaffer Sunderji, Lucia Yiu and Pamela Zabarylo, who was previously involved with CARE Centre's 10th anniversary celebrations. They join the on-going counsel and support of Yasmin Bhatia, Ella Ferris and member representatives Omar Taladua and Vladi Struchkov, all four of whom have made incredible contributions to CARE Centre's activities over the years. I thank them all here and feel honoured to work with them as Chair.

CARE Centre is in the second year of a three-year strategic plan, in accordance with our funding from the Ministry of Citizenship, Immigration and International Trade's (MCIIT) Labour Market Integration Unit, to which we report. CARE Centre also receives funding from the Government of Canada. This past year we saw the return of the Hon. Michael Chan as our Minister, a re-appointment that hugely benefits our sector with his tremendous experience. The Hon. Dr. Eric Hoskins was also our previous MCIIT minister and is currently serving as Minister of Health and Long-Term Care (MOHLTC). Dr. Hoskins spoke at a CARE Centre member celebration, and recognized the significant contributions IENs have made

to healthcare throughout the province. We look forward to our continued collaboration with the Ministry and the Nursing Policy and Innovation Branch.

CARE Centre has been working closely with the Conference Board of Canada to publish a report on the return on investment of IENs, and we're sure its release will further CARE Centre's shared goals with the settlement and healthcare sectors. The Conference Board's reach and reputation were immensely beneficial when they profiled CARE Centre for organizational excellence, and they have our continued gratitude. (Publications are available on the Conference Board website.) One very high-profile individual who publicly stated that IENs are worth it is television personality Rick Mercer, who graciously taped a fundraising endorsement for CARE Centre which is an enormous asset to our revenue-generating efforts. A huge thank you to Rick and all others who continue to support CARE Centre in so many ways; we're looking forward to sharing some great successes in the years ahead.



**CARE** CENTRE FOR INTERNATIONALLY EDUCATED NURSES  
Supporting Nurses Back into Practice

## Strategic Plan 2014 – 2017

**Our Strategic Priorities**

- Increase Public Awareness of Contributions by IENs**  
Build on CARE Centre's role in facilitating access to employment and in recognizing IENs' contributions to nursing and healthcare in Canada.
- Enhance Continuum of Service to Support the Success of IENs in Canada**  
Extend service delivery by adding supports in order to improve success in registration and employment; explore new program areas and sub-target groups.

**Connect**  
Outreach to IENs coming to Canada and new Ontario arrivals

**Prepare**  
Customized programs and specialized services to meet IENs' needs

**Enter**  
Workplace-specific training and opportunities with employer partners

**Excel**  
Initiatives that facilitate and promote integration and advancement of IENs

**Strategic Influence and Change**  
Engage in research, education and policy development focused on access and equity for IENs

**Our Strategic Enablers**

**Long term Financial Sustainability**  
Increase and diversify revenue sources

**Healthy Work Environment & Value of Staff**  
Sustain CARE Centre's commitment to creating a safe and healthy work environment

**Partnership Renewal & Development**  
Continue to build collaborative relationships

View the full Strategic Plan on our website: [www.care4nurses.org](http://www.care4nurses.org)

# MESSAGE FROM THE EXECUTIVE DIRECTOR — ZUBEIDA RAMJI

The beginning of the fiscal year saw CARE Centre working closely with board committees to operationalize the second year of our three-year Strategic Plan, in consultation with our various communities. There were major activities and accomplishments over key action areas: the first annual Conference for IENs was held in November 2014, surpassing all expectations. A workplace transition and support program is now being piloted for delivery to both employers and IENs. Our application to the federal immigration department to fund PASS, Pre-arrival Supports and Services, has now entered a negotiations process. PASS will be a virtual program designed to shorten the time IENs spend from arrival to professional registration and employment. The great number of partner organizations who supported the application is a testament to more coordinated efforts effecting systemic change for IENs. We also consulted with several social enterprises in the caregiving and nursing sector to seek out further employment opportunities for our members.

Two of the biggest shifts affecting IENs were the move to the National Nursing Assessment Service (NNAS) in August 2014 and the adoption of the NCLEX RN exam in January 2015. While the NNAS offers IENs a centralized application process, provincial nursing regulations continue to pose challenges for our members. CARE Centre focused on the importance of language and communication and orientation to local context as essential success factors for IENs taking the Objective Structured Clinical Examination, or OSCE; as a result, both the College of Nurses of Ontario (CNO) and Touchstone Institute (which delivers the exam) now reinforce that message to IENs. With the strategic goals of enhancing our continuum of services to IENs while influencing change, CARE Centre undertook system-level mapping of Ontario's application process marking the pathways available to IENs – RN and RPN applicants – to clarify issues and barriers. No access to university level education is one of the main barriers for IENs who are RN applicants, a major concern which has preoccupied us in this past year.

CARE Centre closely collaborated with the Ministry of Health and Long-term Care (MOHLTC) to promote the Nursing Career OriEntation (NCO) Initiative, an extension of the Nurse Graduate Guarantee, which provides funding for IENs' first employment in Ontario. CARE Centre sits at the multi-stakeholders' table established by MOHLTC to further understand sector developments and challenges –

we congratulate the Nursing Policy and Innovation Branch for the leadership they have shown and we look forward to more solution-focused dialogue.



Zubeida Ramji with RNAO's Doris Grinspun and outgoing Chair Amy Go

In May 2014 we celebrated 216 members who passed their licensing exams, in conjunction with the Registered Nurses Association of Ontario's annual Career Expo. None of our successes would happen without our hugely dedicated staff and board members. My deep thanks to those who completed their tenure on the board this past year and a warm welcome all our new members. I am grateful for the acumen they bring to our organization. We also want to recognize our extraordinary member nurses, especially those who came together as volunteers to create and present the inaugural Conference for IENs. The conference was the occasion to present the annual CARE Centre Joan Lesmond IEN of the Year Award, which was sponsored by PRINTBRAIN. Starting in 2014 the recognition was bestowed on one RN and one RPN, as it will be going forward. CARE Centre once again owes a huge debt to the board committee headed by Ella Ferris, nursing leaders who always find time in their overloaded schedules to help us honour our deserving members. We thank them all once again.



## MOMENTS CAPTURED WITH CARE



Conference for IENs delegates; CARE Centre staff Irakli Tsaishvili, Meghan Wankel, and James Wilkie; board member Jaffer Sunderji confers with members; Edward Cruz and Richard Webster, Office of the Fairness Commissioner present at the Conference for IENs; member IEN Joy Anne Salvador at the East Local Immigration Partnership Community Health Fair



# ABOUT CARE CENTRE FOR IENs

## OUR VISION

**CARE** Centre will be recognized as a provincial and national leader in supporting IENs' pursuit of registration and integration into the Canadian workforce.

## OUR MISSION

**CARE** Centre, a non-profit organization, provides internationally educated nurses with a continuum of service to support them to be successful. CARE Centre recognizes the value of nurses with diverse education and experience and is committed to advocating for their full contribution to Canada's labour market.

## OUR VALUES

Respect Honesty Teamwork Confidentiality  
Accountability Professionalism Compassion

Using these values as a framework we are committed to providing exemplary service in all program areas to assist internationally educated nurses to enter the nursing profession in Ontario. CARE Centre provides programs and services centred on a case management model.

## OUR PROGRAM MODEL



*“The CNO said I was eligible to sit the registration exam but I missed my goal by one point. I was so depressed that I almost gave up nursing. After joining and taking CARE's Exam Preparation and Review course I had a firm grasp of the material. When I wrote the exam again every question fell into place.”*



Planning CARE Centre's strategy with Amy Go, IEN of the Year 2013 Edsel Mutia, RN, instructor Angi Gyongyver and Case Manager Michelle Gordon

# CELEBRATING OUR MEMBERS' ACHIEVEMENTS

*“During my first few months here it was a tough road to survive. CARE gave me ample information, not only related to the licensure process, but also continuing education, financial supports and specialized language and communication and nursing courses. CARE, thank you for continuing to care for all of us!”*



STAFF, BOARD MEMBERS, INSTRUCTORS, MEMBER IENs MAY 2014

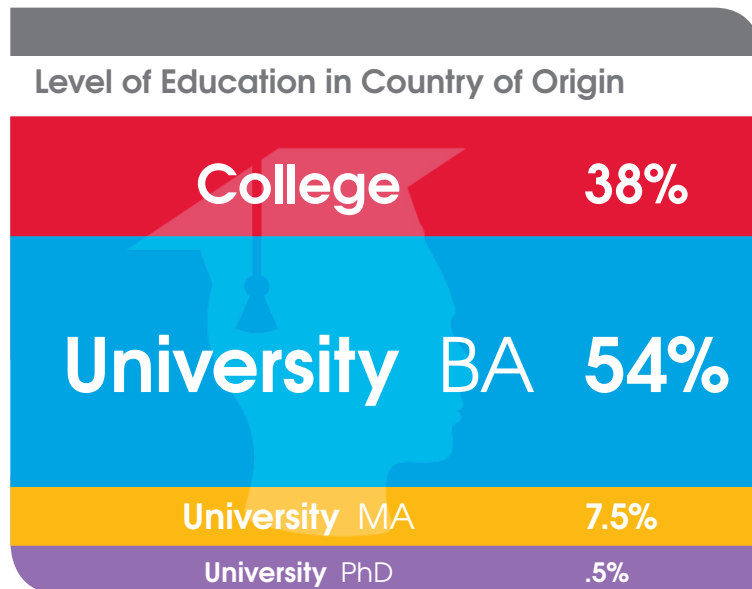
# PARTICIPANT PROFILE

Immigration Class	%
Independent - Professions/skilled trades class	75
Family sponsored	19
Convention Refugee	1
Other / Live-in-Care Givers and Work Permit	5

Immigration Status	%
Canadian Citizen	5
Permanent Resident	83
Convention Refugee	2
Other / Live-in-Care Givers and Work Permit	10

Years of Experience in Nursing in Country of Origin	%
< 5 years	40
6-10	30
11-20	27
> 21+	3

Length of time in Canada	%
< 1 Year	25
1-3 Years	48
3-5 Years	22
> 5 Years	5



Top Membership Source Countries %

India	45
Philippines	26
Iran	2.5
Jamaica	2.5
China	2
Korea	1.7
Nigeria	1.7
United States	1.7
Jordan	1.5
Kenya	1.5
Pakistan	1.5
Guyana	1
Romania	1



Employment of Participants in unrelated occupation at Entry to Bridging Program

Employed	48%	Unemployed	52%
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Employment Status of Participants 12 Months After Obtaining Registration/Completing the Bridging Program

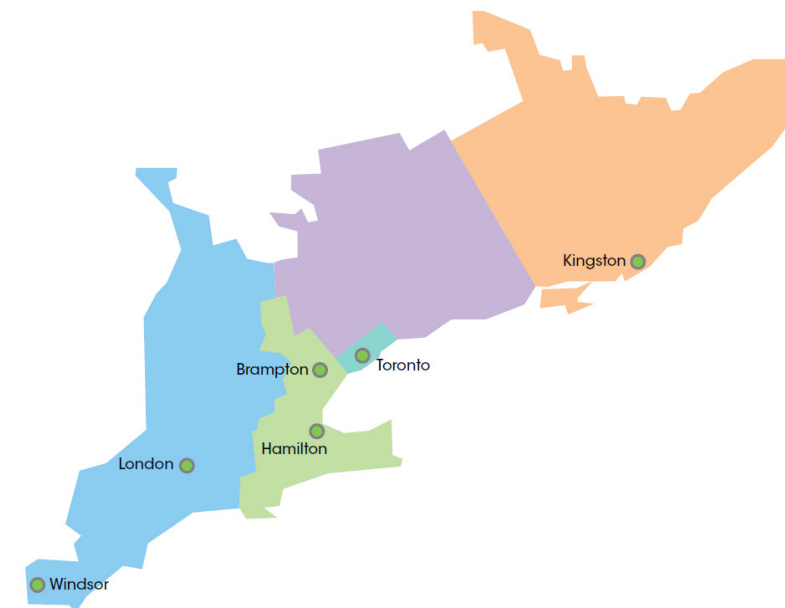
Employed	93%	Unemployed	7%*
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\*7% found employment but it took more than 12 months after obtaining registration

# KEY RESULTS

## CARE CENTRE LOCATIONS

CARE Centre provides services to IENs in southern Ontario from Windsor to Kingston and surrounding areas. CARE Centre location addresses can be found on the back cover or on our website. We acknowledge our partner organizations who assist us in supporting IENs in the province, also via tele-conferencing through the Ontario Telemedicine Network.



Member Maryam Mazharikashani volunteered at the East Local Immigration Partnership Community Health Fair

**APPLIED TO PROGRAMS AND SERVICES**

A total of 377 IENs applied to programs and services: 105% of this year's target of 358

**NEW MEMBERS ENROLLED**

A total of 316 new members were enrolled: 135% of the year's target of 235

**SUCCESSFULLY PASSED EXAMS**

157 members passed the Canadian Registered Nurse Exam or the Canadian Practical Registered Nurse Exam: 111% of this year's target of 142

**NURSES REGISTERED**

197 nurses registered with the CNO: 155% of this year's target of 127

**NURSES EMPLOYED**

112 IENs/members gained employment within a year of becoming registered: 135% of this year's target of 83

**CARE** Centre thanks our supporters, board members and staff throughout Southern Ontario who are listed at the end of this report. Our success is their success and would not be possible without them.

# FINANCIAL STATEMENTS

Supporting Nurses Back into Practice

## Statement of Financial Position As at March 31

	2015	2014
<b>Assets</b>		
<b>Current</b>		
Cash	\$ 14,038	\$ 148,597
Short-term investments (Note 2)	988,797	815,477
Accounts receivable	83,007	72,427
Prepaid expenses	34,129	26,609
	<b>1,119,971</b>	<b>1,063,110</b>
<b>Liabilities</b>		
<b>Current</b>		
Accounts payable and accrued liabilities	\$ 116,884	\$ 119,767
Government remittances payable	27,561	12,790
Deferred revenue (Note 3)	41,085	21,749
	185,530	154,306
<b>Net Assets</b>		
Reserve for operations (Note 4)	580,000	580,000
Unrestricted fund	354,441	328,804
	934,441	908,804
	<b>\$ 1,119,971</b>	<b>\$ 1,063,110</b>

## Statement of Operations As at March 31

	2015	2014
<b>Revenue</b>		
Ontario Ministry of Citizenship & Immigration	\$ 1,526,448	\$ 1,486,138
Services	202,589	196,526
City of Toronto	34,349	15,469
Expense recoveries and rebates	25,004	16,955
Interest	14,211	11,521
Grants	31,264	-
Conference	6,310	-
Fundraising and donations	2,911	180
	<b>1,843,086</b>	<b>1,726,789</b>
<b>Expenses</b>		
Staffing costs	\$ 1,175,779	\$ 972,182
Professional fees and contract services	163,759	278,720
Occupancy	246,853	251,170
Resources and materials	42,030	53,134
Meetings, travel and training	28,789	26,775
Office and general	23,507	29,158
Office equipment and database	29,190	20,760
Outreach and promotion	38,971	39,316
Communications	34,751	29,459
Insurance	13,592	14,574
Conference	20,328	-
	1,817,449	1,715,248
<b>Excess of revenue over expenses for the year</b>	<b>\$ 25,637</b>	<b>\$ 11,541</b>



The late  
Dr. Joan Lesmond  
BSN, MSc, PhD

## Joan Lesmond IEN of the Year Award 2015 Call for Nominations

Honouring  
a nursing  
leader who  
championed  
IENs

Annually celebrating outstanding CARE Centre members



Adela Belisario  
RPN 2014 Winner



Ahmad Baki  
RN 2014 Winner



Edsel Mutia  
RN 2013 winner



Ismail El-Assaad  
RN 2012 Winner



Loy Asheri  
RN 2011 Winner

**Nominate an RPN or RN** — an award will be presented for each designation

Visit [www.care4nurses.org/ienaward](http://www.care4nurses.org/ienaward) for more information and the full nomination kit

Funded by:



Deadline for nominations is September 11th at 5 pm EST

# HIGHLIGHTS 2014-2015

## April

### Strategic Plan Consultation Session in Kingston

CARE Centre's advisory committee, other stakeholder supporters and member IENs came together at the KEYS boardroom in Kingston to provide feedback and to discuss issues around the organization's strategic plan for 2014 – 2017. A previous consultation was held at the end of the last fiscal year in Brampton to seek out Peel Region input, and these Open House formats helped foster community cooperation throughout CARE Centre's regional offices' catchment areas. We're happy to report consensus is CARE Centre's strategic priorities resonate across our provincial service areas.



Kingston Case Manager Iris Kennedy with area members

## April

### Annual Conference for IENs Planning

Volunteers who came together over several months to plan the first conference "for IENs, by IENs" held in Toronto in late November, were able to take advantage of professional development sessions offered by specialists in many conference planning-related areas. One of the first ones in April was on the subject of Leadership and was delivered by Dianne Martin, Executive Director of the Registered Practical Nurses Association of Ontario (RPNAO). CARE Centre members, staff and other volunteers explored their own leadership qualities with quizzes during the presentation. Thanks Dianne!

## May

### Annual Nursing Week Celebration

Friday May 16th CARE Centre once again partnered with the RNAO Career Expo to celebrate our members who had passed their registration exams within the past fiscal year. A portion of the total 216 newly-qualified IENs from

across southwestern Ontario came to Toronto to hear inspiring words from RNAO CEO Doris Grinpsun, 2013 Joan Lesmond IEN of the Year Award-winner Edsel Mutia and Valedictorian Astrid Metaute, RN. CARE Centre also conducted a strategic plan consultation before the festivities and wound up the event attending a speech by Ontario Premier Kathleen Wynne.



RPNAO Leader Dianne Martin with the Conference for IENs volunteers

## June

### AGM Offers Opportunity for Thanks

CARE Centre founder and long-serving outgoing Chair, Amy Go, completed her term at the AGM in June, where she was awarded for her dedication by Executive Director Zubeida Ramji and incoming Chair Saleem Hall. With a new board of directors eager to work in a committee structure, many more activities were slated to take place throughout the coming fiscal year.



Valedictorian Astrid Metaute with outgoing chair Amy Go and Zubeida Ramji

*"Back home I was a respected nurse. When we came here, things became more complicated. People doubted my competency. I came across CARE Centre and met with my case manager. She became my coach, mentor, advisor and also an activist for me. If it weren't for CARE I wouldn't be a registered nurse."*

## August

### Meeting with Reza Moridi, MPP

The Hon. Reza Moridi, Minister of Training, Colleges and Universities and Minister of Research and Innovation, has continued to be a supporter of CARE Centre through his leadership in the local Iranian community. Executive Director Zubeida Ramji and member IEN Ahmad Baki, (RN IEN of the Year 2014) met with Mr. Moridi at his constituency office to consult on community outreach in planning the first annual Conference for IENs, of which Ahmad and Zubeida were co-chairs.



Ahmad Baki and Zubeida Ramji meet with the Hon. Reza Moridi, MPP

## August

### Community Health Fare with East LIP

CARE Centre renewed relationships with all four Toronto Local Immigration Partnerships (LIPs) with case managers closely collaborating with community agencies in the different quadrants. CARE Centre members helped out at the East LIP at the Live Well Forum in August, held at the Access Point centre on the Danforth. The IENs did free blood pressure checks for participants which was a big attraction for the event. CARE Centre has on-going relationships with regional LIPs supporting our service areas across southern Ontario.

## October

### Joint Seminars with MOHLTC on Nursing Career Orientation

CARE Centre has been honoured to partner with the Ministry of Health and Long-Term Care on its Nursing Career Orientation initiative since it was first announced by former Minister Deb Matthews through to its launch -

and enrollment. CARE Centre's Employer Engagement Lead, Hossein Khalili, conducted informational webinars with both employers and IENs about opportunities available through the program. These were co-delivered with Jonathan Kim at MOHLTC, who also spoke about the NCO at the November Conference for IENs.



IENs learn about the Nursing Career Orientation initiative from MOHLTC's Jonathan Kim

## November

### 2014 Conference for IENs Joan Lesmond IEN of the Year Award

The first annual Conference for IENs, organized by a volunteer committee of member IENs, friends in the community and staff, was a qualified success, pulling in room capacity registrations and a wide variety of exhibitors and featuring high-profile speakers, panelists and presenters. The conference opening night belonged to Tilda Shalof, a bestselling nurse-author who regaled the assembled with tales from the trenches. CARE Centre is grateful to opening speaker Josette Roussel from the Canadian Nurses Association and keynote the Hon. Jean Augustine, Fairness Commissioner. Another highlight of the full-day event was the luncheon presentation of CARE Centre's Joan Lesmond IEN of the Year Award, for the first year presented to one RN and RPN, members Ahmad Baki and Adela Belisario respectively. Corporate sponsor PRINTBRAIN's president Joshua Benezrah, who graciously funded the conference printing and the Joan Lesmond Award prizes, was on hand to present the awards to both deserving IENs. Conference media sponsors also deserve deepest thanks for all the lead-up coverage for the event.

# PROGRAM UPDATES

## INFORMATION SESSIONS AND PROFESSIONAL DEVELOPMENT

In 2014-2015 the annual total of IENs attending information sessions was 484. CARE Centre continued to offer a group intake process so members can share their steps on the journey to registration while networking and pursuing professional development. IENs who meet the membership eligibility criteria (CNO letter of assessment, CLBA minimum score of 7 (per test) in speaking/reading/writing/listening or equivalent and immigration status) are invited to complete a nursing readiness assessment and schedule a new members' orientation session. Following the orientation there is a professional development session. Some topics this past year covered HIV Disclosure and the Law, Maintaining Your Psychological Well-being and Wound Care. A total of 53 professional development sessions were held this past year, benefitting 603 members. Additionally, there were 127 registrants for CPR certification courses and 32 participants in CARE Centre's Competency Assessment Supplement workshops.



Professional Practice Lead Ruth Wojtiuk meets IENs at an Information Session

## LANGUAGE AND COMMUNICATION FOR NURSES ONLINE LEARNING

CARE Centre's Language and Communications for Nurses program continued to be updated in 2014-2015 for off-site delivery and to help IENs prepare for the IENCAP clinical examination, known as the OSCE. The LCN program was also offered to IENs at Hamilton Health Sciences and the Chinese Professionals Association of Canada in Toronto. 198 IENs participated in 38 different LCN modules. Also beginning in the last fiscal year, LCN was being modified -



Member IEN Viral Pandya

to be part of a new Workplace Transition Program being designed by CARE Centre for both employers and IENs. The LCN materials have been packaged as Essential Communication Strategies for Nurses. CARE Centre continued to encourage IENs to take the LCN Foundations online course for those who had not yet achieved CLBA level 7/7/7/7, and promoted enrollment in the CoursePark Learning Network, including the WHMIS and Standard Precautions courses for completion by Observational Job Shadowing participants. All CoursePark courses are recognized by the Canadian Nurses Association (as well as l'OIIQ in Quebec and the American Nurses Credentialing Center) for on-going professional development. A CELBAN Preparation and Orientation course was in development, to be offered in 2015. Bredin Community Centre for Learning in Alberta and Conestoga College in Ontario delivered CARE Centre's LCN curriculum to IENs.

## EXAM PREPARATION AND REVIEW

CARE Centre's Exam Preparation and Review program underwent revision to reflect the national adoption of the RN NCLEX exam. In Ontario, RPNs currently continue to -

*“CARE Centre gives you moral support; you feel they have your back. If you have questions, they have answers. CARE Centre's professionals have so much knowledge. The clinical workshops really help. We're all nurses, but practice can be quite different. Nursing is my passion. This is what I want to do.”*

take their CPNRE in-person. It is expected that the change to a computerized exam will occur by 2016. CARE Centre's Exam Preparation and Review course was delivered to classes including both RN and RPN candidates; core study material is relevant to exam content for both nursing designations. 128 member IENs enrolled this past fiscal year. The total number of IENs/members who passed the national registration exam in 2014 – 2015 was 157 (or 111% of the set target). Of those, 45 were RNs, 107 were RPNs and 5 member IENs passed both the RN and RPN exams within this past fiscal year.



Case Manager Michelle Gordon, intern Burhan Rezaei, and videographer Merrill Shapiro taped a video about regulatory changes

## EMPLOYMENT STRATEGIES FOR NURSES

There were a total of 111 participants. Employment Strategies for Nurses is a CARE Centre workshop for members who map their job search upon passing their exams and becoming registered to practice. The workshop highlights resumes and cover letters and includes mock interviews with volunteer stakeholders from employers and other nursing groups. CARE Centre is also promoting the course for participants who have applied to the Nursing Career Orientation matching gateway through HealthForceOntario. During this past fiscal year, a total of 112 IENs/members found nursing employment, 28 as RNs and 84 as RPNs, achieving 135% of CARE Centre's target. As a group, 31% found full-time employment, 45% part-time and 24% casual work. The nursing sectors employing member IENs included 49% in long-term care, 23% in hospitals, 11% in community home care, 9% in clinics, 2% in public health and 6% unstated (unknown).



Member IEN Derrick Ntungwe delivers his presentation "Soccer and Sex Education"

## OBSERVATIONAL JOB SHADOWING

The overall annual total of IENs participating in Observational Job Shadowing (OJS) placements was 60. The OJS placements are offered to members at any stage of their journey to registration, and members can enroll more than once. The placements this past year occurred in hospital settings, long-term care homes, in the community through home visiting nursing agencies and in community health centres. CARE Centre welcomed additional employer participants this year for a total of 26 active partners. OJS is an important opportunity for exposure to the Ontario healthcare workplace prior to newly registered members applying for funding through the MOHLTC's Nursing Career Orientation initiative, which gives employers financing to offer IENs their first nursing jobs. CARE Centre continues to be immensely grateful to the expert nurses who offer such outstanding examples of professional practice, and the nurse managers and educators who also offer support.

## WORKPLACE TRANSITION PROGRAM

With the goal of improving recruitment and retention of IENs, CARE Centre has developed a new Workplace Transition Program (WTP). The focus of the program is to provide supports and resources for IENs and their employers in overcoming challenges during recruitment, orientation and transition/integration. Curricula and other elements of the program have been developed over the last fiscal, with piloting projects underway in 2015. The WTP components include: Facilitating IEN Talent Recruitment, Nursing Readiness Assessment Tool, Transition Support Package for IENs and Essential Communication Skills for Nurses.



# 2015

## Conference for IENs

### Internationally Educated Nurses : Partners in Healthcare Diversity

Ramada Plaza Hotel  
300 Jarvis Street  
(just south of Carlton)

WELCOME RECEPTION:  
Thursday November 19th

FULL-DAY CONFERENCE:  
Friday November 20th



PRESENTED IN PARTNERSHIP WITH



Supporting Nurses Back into Practice

# A MESSAGE FROM RICK MERCER



Join Rick Mercer in supporting IENs today!

Donate to CARE Centre for IENs on [CanadaHelps.org](http://CanadaHelps.org) and you will receive an automatic tax receipt. CARE Centre is a registered charity #84420 5948 RR0001.



# THANKS AND ACKNOWLEDGEMENTS

Access Alliance Community Health Centre  
 Access Centre for Regulated Employment  
 Alzheimer Society of Hamilton and Halton  
 Baycrest Health Sciences  
 Bayshore HealthCare  
 Bredin Centre for Learning  
 Centre for Addition and Mental Health  
 CanadaBound Immigrant  
 Canadian Nurse  
 Canadian Nurses Association  
 Canadian Nurses Foundation  
 Carecor Health Services  
 Centre for Education and Training  
 Chinese Professionals Association of Canada  
 College of Nurses of Ontario  
 Conestoga College  
 Confederation College  
 Conference Board of Canada  
 Connecting Nurses  
 Consortium national de formation en santé  
 Credit Valley Hospital  
 Desi News  
 Fanshawe College  
 Four Villages Community Health Centre  
 George Brown College  
 Georgian College  
 Grand Canyon University  
 Grand River Hospital - Kitchener  
 Halton Multicultural Council  
 Hamilton Community Health Centre  
 HealthForceOntario - Access Centre for IEHPs  
 Holland Bloorview Kids Rehabilitation Hospital  
 Hospital News  
 Hotel-Dieu Grace Hospital  
 Immigrant Women's Centre  
 India Rainbow  
 INSCOL Academy Healthcare Inc.  
 Iran Star  
 Kababayan Community Centre  
 KEYS Job Centre  
 Kingston Community Health Centres  
 Kingston General Hospital  
 Kingston Immigration Partnership  
 London InterCommunity Health Centre  
 London Cross Cultural Learner Centre  
 London Health Science Centre  
 Loyalist College

Markham Stouffville Hospital  
 McGarrell Place  
 McMaster University  
 Mohawk College  
 Mount Sinai Hospital  
 Niagara Folkarts Multicultural Centre  
 North York General Hospital  
 NurseNewline  
 Nurses Education Inc.



Board Member Omar Taladua with Sponsor Joshua Benezrah (president of PRINTBRAIN) with RPN IEN of the Year Adela Belisario and Zubeida Ramji

Office of the Fairness Commissioner  
 Ontario Council of Agencies Serving Immigrants  
 Ontario Hospital Association  
 Ontario Nurses Association  
 Ontario Telemedicine Network  
 Ontario Works  
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 Peel Senior Link  
 PeopleCare Oakcrossing London  
 PRINTBRAIN  
 pRN Staffing Solutions  
 Punjabi Community Health Services  
 Registered Nurses Association of Ontario  
 Registered Practical Nurses Association of Ontario  
 Revera (yes, this stays as one word they are corporately branded this way)  
 Ryerson University  
 Skills for Change  
 St. Clair College

*“When I moved to Canada, I had to really struggle. Starting from scratch isn't easy. When I first wanted to apply for the registration exam it was so overwhelming. Within six months, I passed the exam. This wouldn't have happened without CARE Centre. They really helped me a lot, put me on the right track.”*

St. Elizabeth Health Care  
 St. John's Rehab Hospital  
 St. Joseph's Healthcare  
 St. Lawrence College  
 St. Michael's Hospital  
 Sunnybrook Health Sciences Centre  
 The Hospital for Sick Children  
 The Maytree Foundation  
 The Scarborough Hospital  
 The Working Centre, Kitchener/Waterloo  
 Toronto Region Immigrant Employment Council  
 Toronto Rehabilitation Institute  
 Touchstone Institute  
 Trillium Talent Resource Group  
 Unison Health and Community Services  
 Victorian Order of Nurses  
 Waterloo Regional Immigrant Employment Network  
 WEST of Windsor  
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