

# Special Message to CARE Centre Members and Partners

## 2021 Evaluation Results

*"I became a member in 2006 and I would like to say that I really appreciated the organization and all of the staff members who were working there and helped me get the nursing certificate in Canada and as a RPN working in a hospital and continue my nursing career! Many thanks!"*

Online Survey Participant

CARE Centre for Internationally Educated Nurses carried out a survey of all members in March, 2021 in order to better understand their needs and to ensure that the organization is responding appropriately.

CARE Centre is pleased to share with you this high-level summary of the evaluation results, including highlights of the survey, and to provide you with an overview of our progress to-date against the key objectives in our current strategic plan.

In 2019 the Board of Directors of the CARE Centre for Internationally Educated Nurses (CARE Centre) developed a new strategic plan for the 2020-23 strategic period, a plan designed to move the organization forward by building on CARE Centre's well-recognized quality service and support.

While the pandemic certainly accelerated many plans to provide more virtual offerings, CARE Centre was able to move ahead on this aspect of the strategic plan and provide remote learning and support for IENs. The results of the survey suggest that CARE Centre is definitely on the right track and that members appreciate the efforts that are being carried out on their behalf.

When asked to rate their likelihood of recommending the CARE Centre to other Internationally Educated Nurses, **80% gave a high rating** (8-10 on a scale of 0-10, with 10 being Extremely Likely), continuing the excellent result of the 2020 survey.

The following comments from participants about their recommendation of CARE to other IENs are typical of many received:

- *"Becoming a member of Care Centre helped me to navigate the registration process for CNO and allowed me to meet other IENs here in Ontario."*
- *"I'm so proud to be a CARE member and I'm still attending some lectures."*
- *"The CARE Center helped me established realistic goals and develop action plans and that motivates me to pursue my nursing career."*
- *"Customer service from my first contact with CARE centre until now has been excellent. My Case Manager is very insightful and tries to give me the best advice ensuring I am on the right path to assist me in getting my RN license."*

### Strategic Plan Progress

As noted above, CARE Centre is well on its way to achieving the goals set for the first year of the three-year plan. Below is a high-level summary of progress achieved to-date.

Strategic Priority #1: Maintain an Organization with Financial Stability at its Core	
Funder Relationships	<ul style="list-style-type: none"> <li>• Ongoing dialogue with a variety of existing funders across Ontario</li> <li>• Continuing support from Investing in Neighbourhoods</li> </ul>
New Sources of Funding	<ul style="list-style-type: none"> <li>• Leveraging board member relationships with potential new funders</li> <li>• Successful application for membership funding from McLean Foundation</li> </ul>
Health Care Partnerships	<ul style="list-style-type: none"> <li>• Both formal and informal relationship-building in healthcare with employers in acute, long term and community care settings</li> <li>• Special focus on recruitment and retention of IENs during COVID</li> </ul>
Organizational Performance Assessment	<ul style="list-style-type: none"> <li>• New and creative approaches being explored during transition to greater virtual offerings</li> </ul>

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Strategic Priority #1: Maintain an Organization with Financial Stability at its Core	
	<ul style="list-style-type: none"> <li>Regular monthly updates provide to the Board on progress</li> </ul>
Risk Management	<ul style="list-style-type: none"> <li>Updated policies now include a Risk Management component</li> <li>All staff had the opportunity to review and provide input</li> </ul>

Strategic Priority #2: Transform the Organization by Providing a Blended Learning and Agile Service Delivery Model	
Programs and Services Best Suite to Online	<ul style="list-style-type: none"> <li>Two surveys conducted to assess needs of members over 2020</li> <li>Several new online courses were developed and readied for launch in late 2020 and early 2021 received good feedback</li> </ul>
Educational/e-Learning Partnerships	<ul style="list-style-type: none"> <li>Special initiatives to assist employers in the northern part of Ontario who wish to attract IENs</li> <li>Working with employer partners on virtual mentorship program</li> </ul>
Easily Accessible Digital Options	<ul style="list-style-type: none"> <li>Acquisition of CANVAS learning management system to support online learning</li> <li>Several new podcasts held and business license for ZOOM acquired to allow for multiple same-time offerings</li> </ul>
Digital Communications	<ul style="list-style-type: none"> <li>COVID-19 webpage now available to members, providing access to jobs comparable to their credentials and skills</li> <li>Job postings with application links made available to members</li> </ul>
Staff Learning & Professional Development	<ul style="list-style-type: none"> <li>Special training to assist move from in-person to virtual instruction</li> <li>Numerous special offerings in timely topics, such as Cultural Competence, when caring for indigenous communities and self care during COVID</li> </ul>

## Survey Respondents

A total of 325 members provided their feedback. Here is the key demographic information about who responded:

- A full 90% of survey respondents were female with 86% between the ages of 30 and 60.
- When asked about their level of education, a majority hold a Bachelor's Degree, with 63% having earned their degree outside of Canada
- Of those responding, 43% have been affiliated with CARE Centre for more than three years with the majority holding membership between four and ten years. The next largest group were those who have been members between one and three years.
- 50% of respondents started the NNAS/CNO progress more than three years ago, with over 41% having started within one to three years.
- 26% of respondents are registered as an RN, while 34% are registered as a RPN and 6% are registered as both. Another 34% are involved in the process of obtaining registration.
- 89% of respondents are employed in some capacity with 83% working in a healthcare position. Of those working in healthcare, 41% are working in Acute Care with a further 24% working in Long Term Care, 20% employed in Home/Community Care, with a further 15% working in other healthcare capacities.

## Survey Highlights

### Case Management

The commitment the CARE Centre has made to the Case Management model over the years has continued to work very well in the eyes of their clients, even in a time when in-person support is not readily available due to significant COVID-19 public health restrictions.

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A number of survey respondents remarked that while they preferred in-person sessions with their Case Manager, many applauded them on how accessible and helpful they were while grappling with how best to offer services and support to their clients during this very challenging time. The CARE Centre recognizes that its exemplary Case Management model is at the core of its success, and the future focus will be on providing individualized support in more innovative, low-cost ways.

Survey Statement	% Strongly Agree or Agree
My Case Manager helps/helped me develop an effective plan to achieve my goal.	93%
My Case Manager helps/helped me identify useful information and resources for nursing registration and employment.	93%
My Case Manager works/worked with me in a professional way.	96%
I can/could freely discuss different issues with my Case Manager.	93%
My Case Manager cares/cared about my success in getting nursing registration and employment.	93%
I can/could get in touch with my Case Manager when I need to.	92%

Comments indicative about the Case Management support received included:

- *My Case Manager's support and guidance is beyond words..."*
- *"My Case Manager was the best and very much interested in my success."*
- *"My Case Manager has been very approachable and actively guiding me as I pursue my RN registration through providing resources and information via CARE programs."*
- *"My Case Manager CARE Centre had been very supportive throughout my journey to become an RN in Canada. I am forever grateful for the guidance provided."*
- *"Customer service from my first contact with CARE Centre until now has been excellent. My Case Manager is very insightful and tries to give me the best advice ensuring I am on the right path to assist me in getting my RN license."*

### CARE Centre Programs

The 2021 survey asked members to consider the CARE Centre programs by responding to a number of statements. Below are the statements with the percentage of respondents who either Strongly Agreed or Agreed with each statement:

Survey Statement	% Strongly Agree or Agree
CARE Centre programs helped me understand the nursing registration process in Ontario.	94%
CARE Centre programs helped me understand the role of the nurse in Canada.	93%
CARE Centre programs helped me improve my language skills.	87%
CARE Centre programs helped me understand the job market.	88%
CARE Centre programs helped me develop my job search skills.	87%
CARE Centre programs helped me develop meaningful connections to communities, regulatory bodies and public institutions in Ontario nursing.	88%

Given that in-person programs were suspended in early 2020 due to the COVID-19 pandemic, participants who joined on, or after January 1, 2020 (a total of 50 respondents or 16%) would have only been offered virtual learning options, while those who joined prior to January 1, 2020 (a total of 255 or 84%) could have participated in both virtual and in-person offerings.

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When asked they found the **In-person** CARE Centre programs they attended, every program was considered Very Helpful or Helpful by at least 90% of those who attended the program. When asked how helpful they found the **Virtual** CARE Centre programs they attended there, there was also a resounding endorsement of this approach, with every program considered Very Helpful or Helpful by more than 90% of respondents

Some comments received re in-person and online/virtual courses included the following:

- *“I attended quite a lot of online courses. Some are with fees and some are free. I must say that all the webinars are clearly delivered by the speaker. It’s easy to understand and materials are always shared among the attendees, which is helpful for us to check back after.”*
- *“It is so helpful to have the programs in online mode - I hope everyone gets the access to learn at their own convenience.”*
- *“I participated with Observational Job Shadowing personally and virtually. It helped me a lot to boost my knowledge, skills and orientation to Canadian Healthcare.”*
- *“The sessions which I have attended all were helpful and informative. As a beginner in this country, I appreciate all the support of CARE.”*
- *“The program for IENCAP was really very helpful and all the efforts put by the teachers is commendable.”*
- *“All my programs I completed at CARE Centre are very essential and extremely useful in my everyday work place. Thank you very much for all the help I received at CARE Centre for IENs. Staff was great and very professional.”*
- *“The-face-to-face workshops were very helpful, skills demonstrations excellent.”*
- *“The Exam Preparation and Employment workshop is highly recommended and helpful for IENs. Wound care workshops were very helpful too.”*

### Survey Suggestions & Ideas for Moving Forward

The final survey question asked for ideas that CARE Centre could consider for more effectively delivering its programs. While there were many comments confirming member satisfaction, there were relatively few complaints or areas where suggestions for improvement were offered for future consideration:

- Consider making greater use of SMS messaging with IENs for prompter contact and greater engagement as many do not regularly read emails
- Provide guidance on how to better participate in virtual training sessions so that those attending have a good experience (E.g., muting while listening, use of camera, chat line, etc.)
- Provide assistance with technology for those new to some of the virtual options
- Encourage more continuous learning (E.g., provide alerts on the website and through SMS messaging of upcoming offerings)
- Consider being more flexible in the timing of workshop offerings (E.g., outside regular business hours, availability in the evenings and on weekends)

### Conclusions

It appears that both IENs and the CARE Centre staff are adapting to the newer realities of virtual learning and interaction that the pandemic has demanded of everyone. Many other organizations were forced to revisit both their strategic plan and their operational plans for 2020 and 2021 in light of this new reality. However, CARE Centre was ahead of the curve and able to stay the course with their existing strategic plan, which had already anticipated the need to increase program offerings and support in a more virtual manner.

Survey participants have made it clear through their responses that CARE Centre is on the right track and is continuing to meet their needs in many areas. In addition, CARE Centre’s ability to creatively consider approaches on how best to offer programs such as observational job shadowing and case management in a virtual world, are

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exemplary. Partnerships are increasing, as is the range of services to both IENs and potential employers in the province.

In addition, given both the anticipated nursing shortage due to potential retirements and the newly released data on the potential exodus of younger nurses due to the burnout they have faced during the pandemic<sup>1</sup>, the work that CARE Centre is doing to encourage a steady supply of qualified nurses from around the world makes their mission a great solution to a problem the entire province now faces.

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<sup>1</sup> RNAO *Work and Wellbeing Survey Results* March, 2021