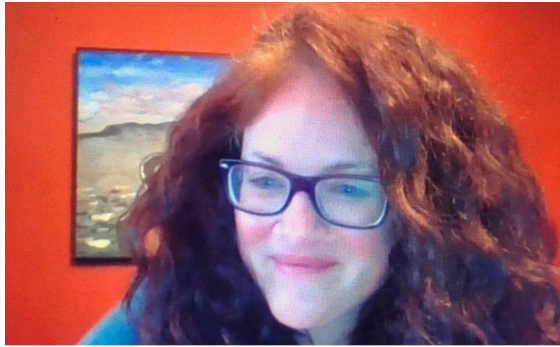


Annual Report

2020-2021



20 CELEBRATING 20 YEARS OF SUCCESS
Looking Forward, Looking Back

CAE CENTRE FOR
INTERNATIONALLY
EDUCATED NURSES

Supporting Nurses Back into Practice

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Cover: (from upper left) PASS member Natasha Cesar Adélaïde; PASS Co-ordinator Meghan Wankel and PASS member Sam Chanyalew; 2018 RPN Joan Lesmond IEN of the Year Award winner Anna Ke; CARE Centre member Shereen Hajjaj, RN; Barry Tierney, RN with CARE Centre member and former case manager Maria Krumov, RN

About CARE Centre

CARE Centre assists Internationally Educated Nurses (IENs) to become Registered Nurses (RNs) and Registered Practical Nurses (RPNs) in Ontario and to re-establish rewarding healthcare careers in Canada. Over 5,000 nurses from more than 100 countries have accessed services and supports since the organization was founded in 2001. In-person services are provided in Toronto, Hamilton, Peel Region, London, Windsor and Kingston. On-line services across Ontario. In addition, we support IENs around the world as they prepare to come to Canada through our Pre-arrival Supports and

Services Program (PASS). CARE Centre is a not-for-profit professional organization funded by the Ontario Government and Immigration, Refugees and Citizenship Canada. CARE Centre provides IENs with one-to-one case management, language and communication training, exam preparation, professional development, mentoring and networking to be successful in the nursing profession. CARE Centre recognizes the value of nurses with diverse education and experience and is committed to promoting their full contribution to the Canadian healthcare system.

Our Vision

CARE Centre will be recognized provincially, nationally, and internationally as a leader in supporting the registration and integration of Internationally Educated Nurses into the Canadian nursing profession.

Our Mission

Our mission is to provide Internationally Educated Nurses with the service and support they need to be successful.

Our Values

As we carry out our mission and strive to realize our vision, we will always stay true to our core values:

- ◆ Showing Respect in all our dealings with our colleagues and clients.
- ◆ Encouraging Teamwork that clearly values collaboration and input toward organizational success.
- ◆ Emphasizing Accountability at both the staff and board level.
- ◆ Focusing on Professionalism in all we do.
- ◆ Showing Understanding and Compassion to all those we work with and those we serve.
- ◆ Championing the Diversity of our clients by reflecting it in a culturally competent organization.

CARE Centre Bridge Training Program Model



Message from the Executive Director

Dr. Ruth Lee



By the time CARE Centre for Internationally Educated Nurses (CARE Centre) began a new year of operations on April 1, 2020, the COVID-19 pandemic had arrived in this country and our restricted reality set in. As Canada's most populated province, Ontario experienced the impact of the pandemic in significant

ways. Nurses were called to the frontlines as never before, often pausing their personal lives to care for others.

I am so proud to belong to the nursing profession. Nurses are going beyond their calling and their limits to ensure that Ontario's emergency response to COVID continues. Nurses have been called the backbone of the healthcare system, and they proved they are. The thousands of Internationally Educated Nurses (IENs) who became nurses in Ontario as CARE Centre members were among the ranks who stepped up to care for and protect others.

In the early days of the pandemic, sometimes Ontario nurses worked without adequate personal protective equipment. Nurses had to perform roles beyond their usual practice, serving as conduits for family communication with visitors prohibited in hospitals and seniors' homes. They were often the ones holding the hand of a loved one with a computer tablet in the other hand as a patient died from COVID-19.

I am so grateful to our outstanding CARE Centre staff who pivoted seamlessly to provide extra support to our member IENs, staying in close virtual contact. CARE Centre closed our offices in March of 2020, transferring our case management and other activities online. Our staff quickly adapted to "the new normal" and shared our nurses' determination to go the extra distance at work in the face of their own challenges during this time.

CARE Centre is celebrating our 20th anniversary in 2021, and one of the goals from our 2020-2023 Strategic Plan was to bring more programming online to be more widely available to our members. The COVID-19 pandemic put that transition into early adoption, and

as it appears that we will be responding to virus variants for some time to come, our new business model has been very effective. We'd like to thank Dr. Jean-Jacques Rousseau, Chair and our Board of Directors for their extra dedication to CARE Centre in guiding the necessary transitions.

Similarly, our partner organizations, consumed with their own operational challenges, have been a great support to CARE Centre and our member IENs. They value our members as we do, supporting them in their education, clinical experience, and employment. Our Observational Job Shadowing program evolved into Virtual Mentoring with employers, who reached out to offer jobs to our newly registered members and those awaiting licensure. WeRPN the Registered Practical Nurses Association of Ontario provided additional mentorship, pairing expert nurses with our member IENs, providing much needed insight in these exceptional times.

There were other achievements as CARE Centre worked online, with a series of podcasts recorded and almost 60 professional development workshops recreated for internet delivery.

Many nurse leaders will be participating in webinars and online events during our 20th anniversary year, and we thank everyone who will be contributing to our special programming. Part of these celebrations will be marking the 10th anniversary of the Joan Lesmond IEN of the Year Awards, which were suspended last year at the start of the pandemic. In the fall of 2021 we will hold a virtual graduation ceremony for two cohorts of our members who passed their exams and became registered to practice. Also to mark CARE Centre's 20th anniversary, we are grateful to the McLean Foundation for its generosity in donating free memberships to the first 100 clients who joined CARE Centre this year.

We know every nurse was worthy of praise and recognition in 2020-2021 for everything they did for all of us. As we move into the vaccination phase of the pandemic, we will continue to be indebted to all nurses, but want to particularly recognize our member IENs, for all the courage and determination they showed to re-establish their nursing careers in Canada, and how they shone when they were needed the most. They truly are the heroes.

Dr. Jean-Jacques Rousseau



Earlier this year, I invited former board chairs Amy Go and Saleem Hall to share their stories on how it all began. It is already 20 years since a small group received funding from the Maytree Foundation to find out why three quarters of internationally educated nurses (IENs) were

failing their Ontario registration exams. This research was followed by the creation of CARE Centre, the first bridge training program of its kind in Canada. It is a privilege for me to participate in the extension of a legacy that saw more than 5,000 nurses from over 100 countries improve the lives of Ontario patients, families, and communities.

The successes of CARE Centre were possible because of visionary founders including Amy and Saleem, dedicated staff including former Executive Director Zubeida Ramji, passionate volunteer board members including Lucia Yiu and Ella Ferris, and crucial funding from the Ontario and federal governments. I would like to express our gratitude to all those people who championed the cause of IENs for a more diverse, equitable and effective nursing profession in Ontario.

The last year is a particularly clear demonstration of the supportive nature of our networks. Like everyone else, we were hit hard by the current pandemic. We lost colleagues, family members and friends. Unable to work from our offices, the pre-COVID plan to develop virtual spaces to reach select clients quickly morphed into a full virtual-only approach.

Under the leadership of Executive Director Ruth Lee, we were able to completely change how we work to maintain our commitment to high-quality service to IENs. With the majority of eligible Canadians with a first dose of COVID-19 vaccine, the next few months are promising. The lessons from this pandemic will serve CARE Centre well regardless of how quickly or not our lives regain a sense of normalcy. The organization will outlive this crisis because we added value during the response to the pandemic; on-going thanks to the communities that support us.

We stand with IENs as professionals and also as people. 2020 challenged Canadians to acknowledge the disproportionate harm that discrimination visits on some groups. The painful legacies of racism (especially anti-Black, anti-Indigenous and anti-Asian racisms), sexism and colonialism harm us all when they harm our IENs, their families and their communities. The recent discovery of 215 Indigenous children buried in a mass, unmarked grave is an especially painful reminder of how far Canada is from where we need this country to be. Our hearts go out to the families and communities of these children. Even more recently, we suffered the ravages of Islamophobia. I want to live in a society where these kinds of harms are no longer possible. CARE Centre must continue to do its part by remaining an organization that lives out its values of respect, teamwork, accountability, professionalism, understanding, compassion, and diversity.

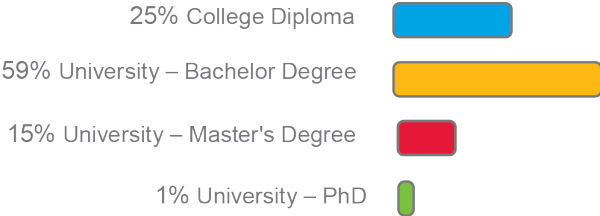
As you join us to celebrate two decades of achievements, please remember the hardships that many IENs face to become our healthcare providers, colleagues, neighbours, and teachers. The more welcoming we are to their contributions, the sooner we will benefit from the best that the world has to offer Ontario.

Participant Profile

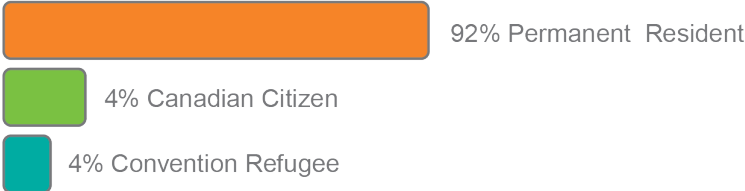
Immigration Class



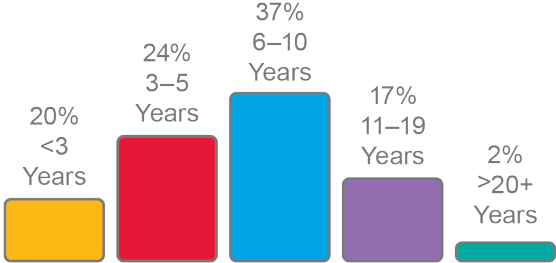
Level of Education in Country of Origin



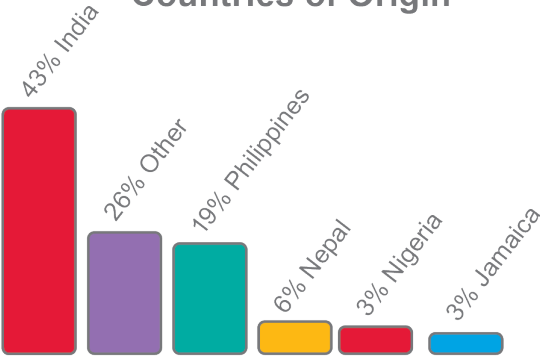
Immigration Status



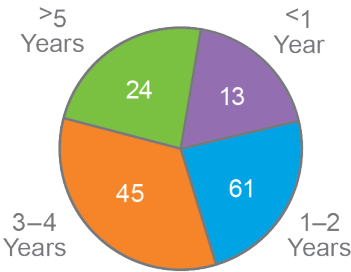
Nursing Experience in Country of Origin



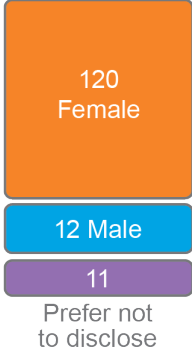
Countries of Origin



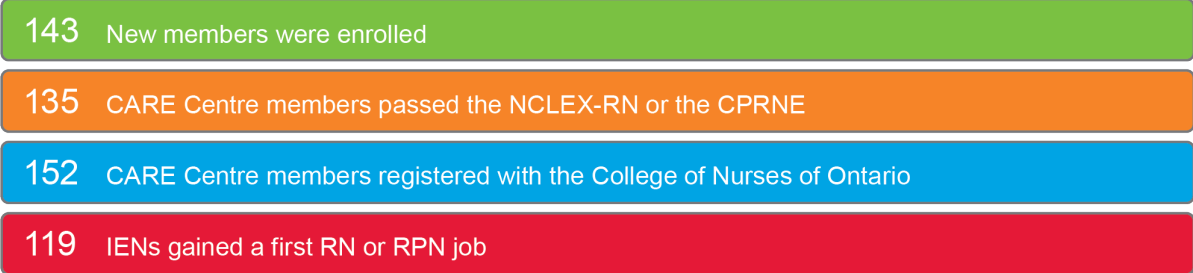
Length of Time in Canada



Gender



Key Results



Employment Strategies:

- 263 One on One Employment Counselling participants
- 3 Interview prep workshops with 23 attendees
- 14 Mock Interviews One- on-One

Online Courses:

- 147 COURSEPARK Registrants
- 117 online language assessment
- 15 Nursing Communication Foundation

Specialized Workshops and Professional Development:

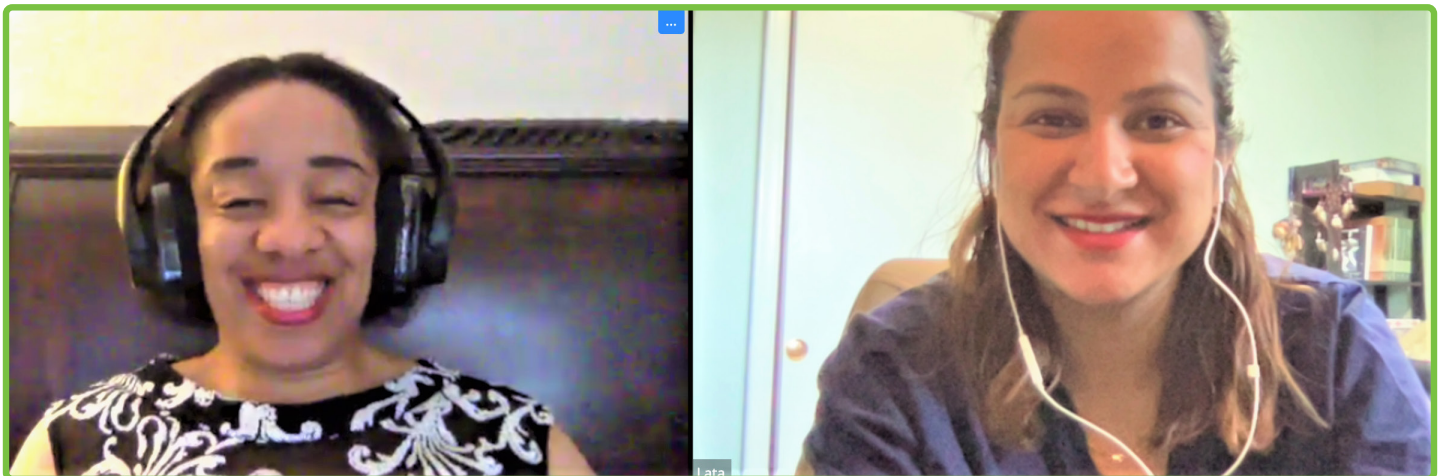
- 20 Free Professional Development workshops with 382 attendees
- 17 Paid Professional Development workshops with 198 attendees

Information and Orientation Sessions

- 209 Online due to COVID

Other Workshops

- 1 Competency Assessment Supplement workshop attended by 7 participants
- 4 Online CPNRE Prep workshops with 36 attendees
- 18 OJS - Virtual Mentoring program participants
- 1 CELBAN and Communication Strategy workshop with 9 attendees



Virtual Mentor Lata Khanal, RN and Member IEN Ezinne Ebinia

2021 Online

STARS

CARE Centre's STARS programs and services are centred around our case management model. STARS stands for Supports, Training, and Access to Regulated-employment Services, all guided by one-to-one interaction between member IENs and their case manager. Before COVID-19, meetings were held in-person at locations across southern Ontario from Windsor to Kingston, with virtual technologies used for clients living at greater distance. Email updates and phone call check-ins were also a main form of communication between clients and case managers.

Since the onset of the pandemic, all communication must be by email, phone, or video calling. CARE Centre uses Zoom or GoToMeeting for conferencing with larger groups. However, the intake

process and the achievement of milestones for our IENs continue as before. IENs begin their relationship with their case managers by taking an in-depth Nursing Readiness Assessment. The results help them develop a custom action plan to highlight strengths and to create a timetable to address areas for improvement.

Case managers are expert in collaboratively creating a customized plan for IENs to attain academic upgrading, skill development, College of Nurses of Ontario (CNO) registration and employment goals. Case managers also direct our members to additional learning resources such as CARE Centre's specialized nursing-focused language courses and professional development workshops (for now all in the virtual realm).



Caption: Case Manager and Virtual Mentorship Lead Lourdes Vicente (fourth from right) with members Princess Dianne Rabino, RN, Percival Dannug, RPN, Cindy Ma, RN and Kenely Ann Lamsen, RPN

STARS Signature Courses



Instructors Ruth Wojtiuk and Cara Malla with Member IENs Anisha Khanal, Jan Michael Gallermo, Lydia Kachapully, Kurt Justin Abkilan, Amandeep Bual and Charisse Codera

CARE Centre has developed and refined signature programming for member IENs to help them meet the College of Nurses of Ontario's (CNO) licensing requirements. During the COVID-19 pandemic, courses have moved to virtual delivery on our newly acquired CANVAS learning platform.

To ensure the best outcomes for registration exams, expert instructors deliver courses in Exam Preparation and Review for the Canadian Practical Nurse Registration Examination (CPNRE) for RPN candidates, and Internationally Educated Nurses Competency Assessment Program (IENCAP)/Objective Structured Clinical Examination (OSCE) Preparation for RN applicants.

CARE Centre is recognized as a leader in nursing-specific language training and offers all new clients the Institutional Canadian English Language Benchmark Assessment for Nurses (iCELBAN), a requirement of STARS membership. Case managers use iCELBAN results to assist IENs in developing individualized plans to improve overall language proficiency as they move toward registration. The iCELBAN was modified to an online version at the outset of the pandemic.

Other signature language courses include CELBAN Orientation and Preparation, Effective Communication Strategies for Nurses (ECSN), and an online offering of Nursing Communication Foundations (NCF). Course curricula are designed to enhance effective communication skills in the workplace, building confidence and preparing IENs for employment success.

Observational Job Shadowing and Virtual Mentoring



With the rise of the COVID-19 pandemic, CARE Centre’s Observational Job Shadowing (OJS) program transitioned to Virtual Mentoring, with Expert Nurses from OJS partner organizations giving of their time in three to four online meetings a month with CARE Centre member nurses in one or two-hour sessions. CARE Centre is grateful to all those Expert Nurses who shared their expertise at a time when the healthcare system was under incredible strain, at times in crisis.

It’s vital that IENs gain familiarity with the College of Nurses of Ontario (CNO) professional practice guidelines applied in the healthcare setting. Though our IENs couldn’t be in healthcare workplaces or at the bedside shadowing the Expert Nurses, the mentors were able to answer questions on different nursing scenarios and helped IENs understand the scope of certain nursing specializations and their roles as RNs and RPNs within the setting. The Expert Nurses also gave guidance on employment readiness including resume critique, job interview techniques, and taking advantage of networking opportunities.

When OJS is done in person, as it will again be one day, the IENs are paired with the expert nurse through two or three shifts to give them insight into the role of nurses on various healthcare teams as well as their individual duties. Member IENs gain valuable exposure to the language and culture of the Canadian healthcare workplace. The past year’s virtual mentorships have recreated that experience through professional sharing and storytelling. The IENs who completed a virtual mentoring with an Expert Nurse will be added to a priority list when facility placements commence.

CARE Centre members who meet OJS requirements can join the OJS program at any stage of their journey before and after registration and can apply for any number of individual placements in acute, long-term, community or other nursing environments. CARE Centre is grateful to the many healthcare employers who have participated in the OJS program in the years since its inception, as well as our newer partners who are also eager to offer opportunities to member IENs for workplace experience and employment.



Top Photo: Virtual Mentoring participants member IEN Princess Rabino and Expert Nurse Genesis Allen, RN

Bottom Photo: CARE Centre member IEN Khajima Kambal and Expert Nurse Nicholas Fox, RN

Pre-Arrival Supports & Services (PASS)



The Pre-Arrival Supports and Services (PASS) program helps IENs in their countries of residence who are planning immigration to Canada, offering supports and services designed to shorten the time that IENs spend from arrival in Canada to nursing registration and employment. There is no cost to enroll in PASS, but IENs must have proof of graduation from a nursing school and a letter of immigration confirmation proving Permanent Residency status from the Government of Canada.

Since January 2016 to the beginning of the new fiscal year (April 1, 2021), PASS has served over 1074 IENs from 62 Countries. In the last fiscal year between April 2020 – March 2021, 132 IENs joined PASS and accessed online resources. While COVID-19 restrictions and inability to travel delayed PASS participants' arrival in Canada, it did allow them to spend more time in their country of current residence accessing the wide variety of PASS webinars and information available to them.



PASS member Ashwini Shetty from India

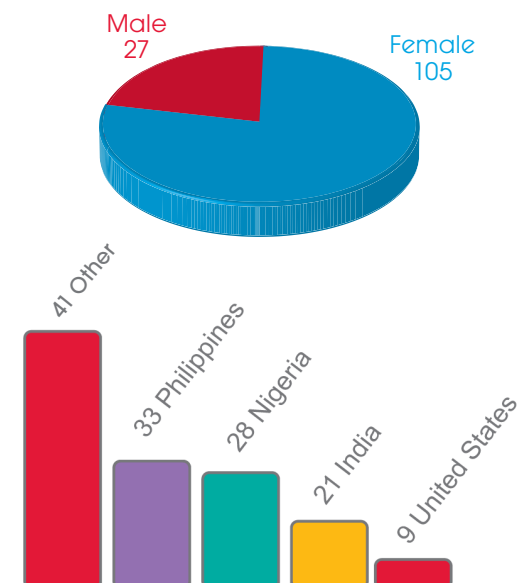


PASS member Baluna Kafil from Eritrea via Israel

PASS program offerings continue to be enhanced with expanded and updated content. PASS clients receive:

- Individual case management for information and referrals for language, employment and settlement services prior to arrival in Canada
- Online courses providing nursing occupation-specific English language and communication training
- Live information and orientation webinars providing an overview of the nursing registration process and the Canadian healthcare system
- Live employment-related webinars equipping IENs for successful entry into the healthcare field
- Mentorship connection with Canadian Nurses Association Expert Nurses

Demographic Report April 2020 – March 2021



CARE Centre at Conferences & Outreach Activities

Unique to the past year under pandemic restrictions, CARE Centre's outreach and educational activities all took place in the virtual realm. Webinars from CARE Centre and other service providers were held for staff and members on current topics such as Nursing During the COVID-19 Pandemic, Self Care During the Pandemic, Indigenous Health, Cannabis in Healthcare, Nursing in the North and Rural Regions, Palliative Care and Medical Assistance in Dying.

There were many additional meetings held with healthcare institutions eager to hire member IENs to help combat the COVID-19 pandemic. Management and staff met with a number of healthcare organizations such as Providence Health Care Kingston, William Osler Health System, Markham Stouffville Hospital, Cornwall Community Hospital, University Health Network, Unity Health, and many others.

CARE Centre key stakeholder meetings continued through 2020 and 2021 using digital communication, including sessions with the College of Nurses of Ontario, the National Nursing Assessment Service, the Ontario Long-Term Care Association and educational partners Ryerson University and Sheridan College, as well as settlement-sector organizations such as the YMCA and members of the Local Immigration Partnerships.

CARE Centre staff presented and participated in a number of virtual conferences this year. Executive Director Ruth Lee, staff leads, and case managers annually receive many invitations to share their expertise on the international, national, and provincial stage.

Partners in Education for Internationally Educated Nurses

May 26, 2020 CARE Centre participated in the Partners in the Education for Internationally Educated Nurses (PIE-IEN) online forum, presenting on "Attracting Pre and Post-Arrival Internationally Educated Nurses to Employment Opportunities in Rural and Northern Communities" and "Supporting IEN Integration through Observational Job Shadowing".

National Settlement and Integration Council Virtual Learning Exchange

June 16, 2020 CARE Centre staff attended this professional development event for IRCC-funded service providers focussing on Settlement and Technology and Case Management for Vulnerable Clients.

Canadian Immigrant Web Conference

July 23, 2020 Ruth Lee and Meghan Wankel presented on "Strategies in Successfully Integrating Internationally Educated Nurses into the Canadian Healthcare System" to an international audience.

Toronto South Local Immigration (TSLIP)

Sept. 22, 2020 CARE Centre received the TSLIP 2020 Collaboration Award at the virtual ceremony. Gwen William, 2019 Joan Lesmond IEN of the Award Winner (RN) delivered a keynote speech on nursing during the pandemic.

McMaster University

Oct. 27, 2020 Ruth Lee attended the Project Advisory Committee Meeting for McMaster "University's Hurdle of Employment: Integrating IENs into Ontario's Workforce" Project. This Project is funded by MLTSD.

CARE Centre at Conferences & Outreach Activities

Pathways to Prosperity 2020 Virtual Conference

Nov. 23 and 24, 2020 Ruth Wojtiuk, Michelle Gordon, Meghan Wankel and Ruth Lee conducted a virtual poster presentation on “Caring During COVID 19: Nurses Give the Best Care to Patients When Operating at Their Peak Wellness”. Ruth Lee also presented with Dr. Pat Bradley, Associate Professor of York University’s IEN program on “IENs and the Pandemic: Challenges, Successes, Possibilities and Solutions”.

Conference Board of Canada

Nov. 26, 2020 Ruth Lee participated in a Roundtable on “Building Resilient Healthcare Systems in a Post-Crisis Era” discussion on issues pertinent to the strength and sustainability of Canada’s healthcare system.

Toronto West Local Immigration Partnership

Feb. 18, 2021, Meghan Wankel, PASS Program Co-ordinator chaired an Employment Resource Connections Action Group training for 80 frontline settlement and employment staff: “Employability, COVID-19 and Beyond: Building a Path Forward”. Our employment partner, the Centre for Addiction and Mental Health participated in the training.

Toronto South Local Immigration Partnership (TSLIP)

Feb. 25, 2021 Nicholas Ghadiri, PASS Program Case Manager/Technology Lead conducted a presentation/training facilitation for frontline member agency staff titled “Digital Marketing and Outreach in the Context of COVID-19”.

Immigration Refugee and Citizenship Canada (IRCC)

Mar. 3-4, 2021 Ruth Lee, Joanne Roth and the PASS team attended the 2021 Pre-Arrival Virtual Conference hosted by Immigration, Refugees and Citizenship Canada (IRCC).

23rd Metropolis Canada Conference

Mar. 22 – 26, 2021 staff attended the virtual conference on the theme of “Migrants, Migration and Mobility: COVID-19 Response and Recovery”.

At the end of 2020, CARE Centre became one of the representative organizations in the assessment and development of the “Access to Technology for Service Providers and Newcomers during COVID-19” report. The report outlines how the transition to online service delivery by government and community agencies has impacted newcomers, with the intent that findings be used to inform policy and drive social change. Findings from the report will help to inform the direction of our implementation of electronic service delivery.



Former Chair Amy Go co-presented a webinar in March called “Looking Forward and Looking Back” on CARE Centre’s milestones.

Joan Lesmond IEN of the Year Awards

10th Anniversary

Dr. Joan Lesmond



In 2011 CARE Centre celebrated its 10th anniversary with the launch of an annual awards program that would recognize an outstanding member IEN for their exceptional dedication to re-establishing their nursing career in Ontario. Sadly, that fall the nursing community lost the late Dr. Joan Lesmond, a champion of diversity and inclusion. CARE Centre named the awards program in her honour.

Joan's association with CARE Centre goes back to the beginnings of the organization when she served on the founding advisory committee. Originally from St. Lucia, Joan completed her nursing education in Ontario and New York, receiving her PhD from D'Youville College. Joan made a huge difference in her work

with many community and healthcare organizations. Saint Elizabeth Healthcare, the Registered Nurses Association and Hospice Palliative Care Ontario established annual scholarships in her name.

Since 2011, CARE Centre has recognized 15 member IENs of the Year. Loy Asheri, RN, from Tanzania, was the inaugural winner, followed by Ismail Assaad, RN, from Palestine (2012), and Edsel Mutia, RN, from the Philippines (2013). The award was expanded in 2014 to include one RN and one RPN. The winners in 2014 were Adela Belisario, RPN, from Peru, and Ahmad Jafarzadeh, RN, from Iran.

In 2015 the awards went to Rupali Krishna, RN, from India, and Alexis Lamsen, RPN, from the Philippines. In 2016 the recipients were Viral Pandya, RPN, from India, and Kareen Tacderas, RN, from the Philippines. 2017 saw Derrick Ntungwe, RPN, from Cameroon, and Gaynor Quieros, RN from the United Kingdom, take home the awards. In 2018 the award-winners were Novlette Delisser-Francis, RN from Jamaica, and Anna Ke, RPN from the Philippines.

In 2019 The Joan Lesmond IEN of the Year Award went to Gwendolyn Williams, RN, from Jamaica, and Belinda Lagria, RPN, from the Philippines. CARE Centre suspended the awards in 2020 due to the COVID-19 pandemic, when we joined everyone in saluting all nurses as frontline heroes. We're excited to relaunch the Joan Lesmond IEN of the Year Awards for our 20th anniversary in 2021, once again honouring one member RN and one RPN who emulate Joan's passion and commitment. The virtual presentations will take place on September 16th.



Edsel Mutia, 2013 Joan Lesmond IEN of the Year Awards RN Winner

Joan Lesmond IEN of the Year Awards



Supporting Nurses Back into Practice

2021 Joan Lesmond IEN of the Year Awards Honouring a Nursing Leader who Championed IENS



Gwendolyn Williams, RPN
2019 Winner



Belinda Lagria, RPN
2019 Winner



Anna Ke, RPN
2018 Winner



Novlette Delisser-Francis, RN
2018 Winner



Gaynor Quieros, RN
2017 Winner



Derrick Ntungwe, RPN
2017 Winner



Kareen Tacderas, RN
2016 Winner



Viral Pandya,
RPN 2016 Winner



Alexis Lamsen, RPN
2015 Winner



Rupali Krishna, RN
2015 Winner



Adela Belisario, RPN
2014 Winner



Ahmad Jafarzadeh, RN
2014 Winner



Edsel Mutia, RN
2013 Winner



Ismail Assaad, RN
2012 Winner



Loy Asheri, RN
2011 Winner

Annually celebrating outstanding CARE Centre members
and our employer partners who champion IENS

Statement of Operations

Financials 2020-2021

	2021	2020
Revenue		
Ministry of Labour, Training and Skills Development	\$1,150,000	\$1,240,060
Immigration, Refugees and Citizenship Canada	277,865	270,000
City of Toronto	935	38,318
Services	49,720	111,578
Grants, Subsidies and Rebates	37,449	-
Investment Income	193,161	(20,675)
Total	\$1,709,130	\$1,639,281
Expenses		
Staffing Costs	\$1,104,616	\$1,186,280
Professional Fees and Contract Services	157,112	185,925
Occupancy	115,298	124,926
Operations	123,770	156,651
Total	\$1,500,796	\$1,653,782
Excess of revenue over expenses	\$ 208,334	(\$14,501)



PASS Program Co-ordinator Meghan Wankel with (left) Gerard Keledjian, Host and Producer of New Canadians TV, and (right) Shawn McCarty, Manager, Key Partnerships, at Windmill Microlending

Staff, Board Members & Partners

CARE Centre acknowledges the McLean Foundation's generous donation of 100 free IEN memberships to commemorate our 20th Anniversary.

Management Team

Executive Director: Dr. Ruth Lee
Program Manager: Joanne Roth
Administrative Coordinator:
Corinne LeBlanc

Support Staff

Member Services Coordinator:
Emmanuel Wilfred
Administration, Client Services:
Kawsar Salehi

Case Managers

Ismail El Assaad
Grace Felix
Gilda Gomez
Michelle Gordon
Nirbhay Makwana
Natolina Marius-Springer
Tamsheela Rashid
Lourdes Vicente

PASS

PASS Coordinator: Meghan Wankel
Technology Lead/Case Manager:
Nicholas Ghadiri
Program Assistant: Bradley Desir

Board of Directors

Lesley Hirst
Murray Krock
Janet Kwansah
Jean-Jacques Rousseau
Harpreet Sachdev
Elaine Santa Mina
Phil Schalm
John Vespa
Pamela Zabarylo
Hameed Zahedi

Observational Job Shadowing Partners

Access Alliance Multicultural Health and Community Services
Bayshore HealthCare
CarePartners
Cawthra Gardens
Centre for Addition and Mental Health (CAMH)
Kingston Health Sciences Centre
Niagara Health System
Pioneer Elder Care
Southlake Regional Health Centre
St. Joseph's Healthcare Hamilton
St. Michael's Hospital
Sunnybrook Health Sciences Centre
The Hospital for Sick Children
Trillium Health Partners
WeRPN
Women's College Hospital
Yee Hong Centre for Geriatric Care



Toronto Case Manager Michelle Gordon and 2018 Joan Lesmond RN IEN of the Year Novlette Delisser-Francis.



Peel Region Case Managers Natolina Marius-Springer and Grace Felix flank 2018 IEN Graduate Nayana Khristi

Supporting Nurses Back into Practice



In regions throughout the province, please contact us at our
toll-free number 1-866-515-0018.

Toronto

128A Sterling Road
Suite 202
Toronto, ON M6R 2B7
(416) 226-2800 ext. 221

Mississauga

c/o Yee Hong Centre for
Geriatric Care
5510 Mavis Road
Mississauga, ON L5V 2X5
(416) 226 2800 ext. 221

Brampton

12 Church Street East,
Brampton, ON
L6V 1E9
(416) 226-2800 ext. 221

Hamilton

c/o Immigrants Working
Centre
182 Rebecca St.
Hamilton, ON L8R 1C1
(905) 521-1777 ext. 302

London

c/o Access Centre
141 Dundas Street,
2nd floor, Suite 225
London, ON N6A 1G3
(519) 719-1793

Windsor

c/o WEST of Windsor
647 Ouellette Avenue
Windsor, ON
N9A 4J4
(519) 719-1793

Kingston

c/o KEYS Job Centre
182 Sydenham Street
Kingston, ON
K7K 3M2
(416) 226-2800 ext. 225

CARE Centre is a registered charity
(Charitable Number 84420 5948 RR0001)



Visit www.canadahelps.org to make a donation



Immigration, Refugees
and Citizenship Canada

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