



Supporting Nurses Back into Practice

Celebrating 15 Years of Service and Success

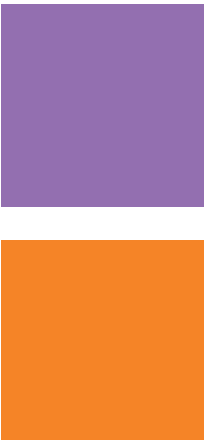


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Member IEN Dhan Sahi, RPN



Guest Raymond Antao and Member IEN Narcisca Fernandes, RPN



Member IENs Dechen Dolma, RPN and Tashi Chodon, RPN

Cover: Member IEN Randa Al Hassani, RN; Board Member Ella Ferris, RN and Professional Practice Lead Ruth Wojtiuk, RN; PASS Member IENs Salima Mithany and Christina Lehman; Member IEN of the Year Viral Pandya, RPN; Case Manager Lourdes Vicente, RPN and 2016 Member IEN of the Year Kareen Tacderas, RN; Member IEN Ruth Kattapali, RPN and family

Outside back cover: Searle Schonewille, Director, Policy Development and Government Relations, RPNAO; Daniel Lau, Director of Membership and Services, RNAO; Member IEN and Valedictorian Derrick Ntungwe; past CARE Centre Executive Director Sue VanDeVelde-Coke; Daniela Beckford, RN, Project Manager, Hamilton Health Sciences; Ella Ferris, CARE Centre Board Member and Guest Speaker; Ruth Lee, current CARE Centre Executive Director, Associate Clinical Professor, School of Nursing, McMaster University

About CARE Centre for IENs

About CARE Centre

Over 3,600 nurses from more than 140 countries have accessed services and supports at CARE Centre for Internationally Educated Nurses since 2001. CARE Centre is a not-for-profit professional organization funded by the Ontario Government and the Government of Canada. CARE Centre provides IENs with the one-on-one case management, language and communication skills, 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 Ontario's health care system.

Our Vision

CARE Centre will be recognized nationally and internationally as a leader in supporting Internationally Educated Nurses to achieve nursing registration and integration into the Canadian workforce.

Our Mission

Our mission is to provide Internationally Educated Nurses with a focused and personalized continuum of service to support them to be successful.

Our Values

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 across Canada.

- Showing **Respect** in all of 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

At the time of this report's publication I will have been with CARE Centre for over half a year, having begun my tenure as Interim Executive Director in January 2017. On behalf of CARE Centre we want to thank Dr. Sue VanDeVelde-Coke for leading the organization, steering through a demanding restructuring period. Having marked its 15th anniversary, and now in its 16th year of service, CARE Centre has served thousands of internationally educated nurses (IENs) and has positively affected system-wide change for IENs' integration to the Ontario healthcare workforce. With reduced funding through the fiscal year ahead, we will prioritize our activities to support IENs with a renewed case management model, using innovative approaches to achieve successful outcomes. I have no doubt our new efficiencies will enable us to still provide the best support for IENs pre-arrival and living in Ontario.

I am privileged to have been involved with CARE Centre since its inception in the early 2000s, and worked more closely with the organization through its partnership with Hamilton Health Sciences' IEN/ESL Nurse Integration Project. In my current role I have learned more about our programs and services, including the new Pre-Arrival Support and Services (PASS) that CARE Centre provides to IENs. I am humbled by the dedication of our team members, and my admiration for everyone's commitment and hard work keeps growing. I would like to acknowledge the service of three employees who have retired this year, Ruth Wojtiuk, Anaar Shariff and Anna Wilson. All three are RNs who counselled many member IENs, with our clients greatly

benefitting from their expertise and empathy. We are delighted that they will continue to work with us as sessional instructors. We also

treasure the association we'll have with our former case manager Loy Asheri, a long-time member, first recipient of the Joan Lesmond IEN of the Year Award, and part-time RN at Sunnybrook Health Sciences Centre. Loy left to start her own community nursing service, and we're pleased she'll bring that entrepreneurial experience back to our organization when mentoring our newest members.

CARE Centre's case management model is unique in the supports IENs can access in Ontario, and is the most client-centred program available. We are delighted to have several IENs working as case managers, some of whom are also CARE Centre members who completed their registration journey with us. Our case managers are experts in the settlement and employment fields, together with our outstanding support staff and management team, and an unfailingly supportive board, I am confident that CARE Centre will continue to excel in our strategic priorities for 2017 - 2018 and beyond.



Message from the Chair

Saleem Hall

The past year at CARE Centre has been a time of growth and change. Dr. Sue VanDeVelde-Coke started her role as Executive Director at the beginning of 2016, leading the organization through a period of success and challenge. CARE Centre is now under the executive directorship of Dr. Ruth Lee, who joined CARE Centre in January of 2017. The Board of Directors is grateful to have had the expertise of two outstanding nursing leaders over the last year, and wishes Dr. VanDeVelde-Coke all the best in her future endeavours.

Ruth Lee is a renowned champion of IENs, most recently serving as Chief of Nursing Practice at Hamilton Health Sciences (HHS), and currently as Associate Clinical Professor at the School of Nursing, McMaster University. Ruth helped to establish the Community Collaboration Employment Model with CARE Centre as an integral partner, and pioneer IEN/ESL nurse support at HHS, using CARE Centre's communication curriculum to help participants thrive. In her new role, Ruth has been conferring with long-serving CARE Centre board member Ella Ferris, Chair of the Joan Lesmond IEN of the Year Awards Committee. We were pleased to appoint our second CARE Centre member to the Board of Directors last fall. Hameed Zahedi is an RN, and was previously an ESL and linguistics professor in his native Iran. As Chair I would like to thank each and every board member for taking CARE Centre forward in its mandate.

The organization undertook an extensive review to prepare a new Strategic Plan for the Ministry of Citizenship and Immigration, and is appreciative of our continued partnership and funding into 2018. As we prepare for the upcoming Request for Proposals in the next



Board Member Jaffer Sunderji, departing executive director Sue VanDeVelde-Coke, board member Hameed Zahedi, CARE Centre Executive Director Ruth Lee

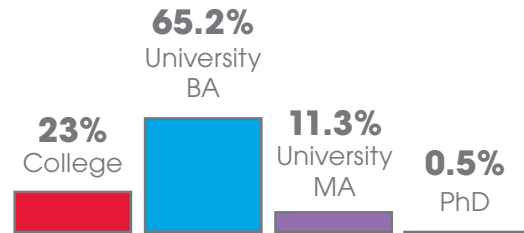
provincial three-year funding cycle, CARE Centre is grateful for renewed federal funding for the Pre-Arrival Supports and Services (PASS) program from Immigration, Refugees and Citizenship Canada. We're pleased to have surpassed the program's goals to help dozens of IENs from all over the world. CARE Centre continues to renew its offerings in case management and registration and employment preparation to an expanding number of member IENs across Ontario, with rapid expansion serving clients in Peel Region. With the organization's dedicated staff, CARE Centre and PASS are well positioned to promote the IEN value proposition and support our nurses in seeking their full contribution to Canadian healthcare. The Board of Directors is grateful to everyone across the CARE Centre offices for their continuing, outstanding commitment.

Participant Profile

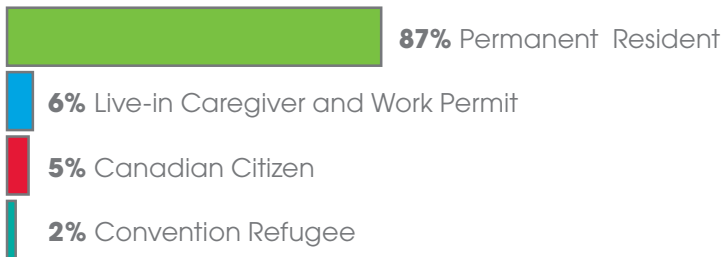
Immigration Class



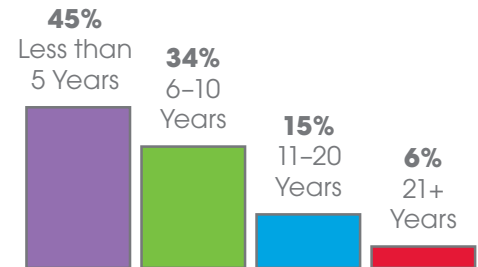
Level of Education in Country of Origin



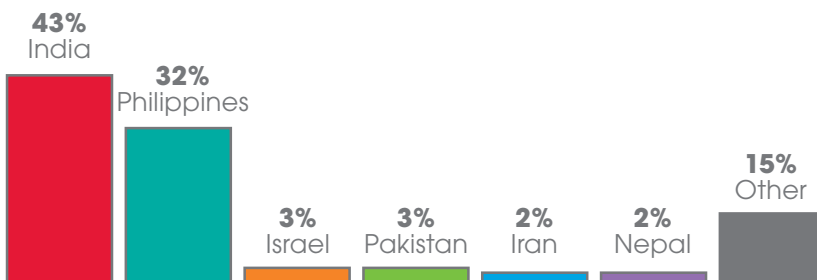
Immigration Status



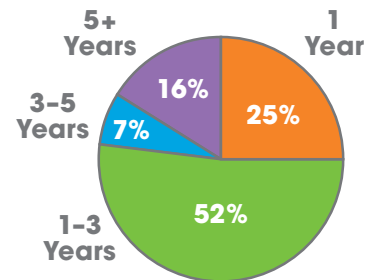
Nursing Experience in Country of Origin



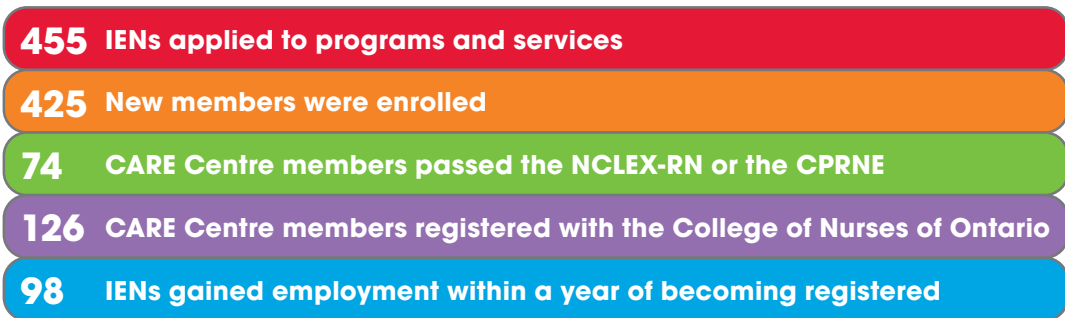
Countries of Origin



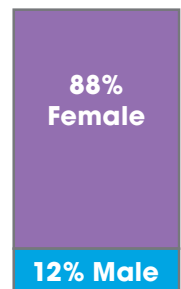
Length of Time in Canada



Key Results



Gender



Information and Orientation Sessions

- 419 IENs attended 32 information sessions
- 143 IENs attended one-on-one information sessions
- 130 IENs attended 16 group orientation sessions

Language and Communication for Nurses (LCN)/CELBAN

- 120 IENs participated in 12 different LCN deliveries
- 59 IENs completed the iCELBAN assessment in 9 sessions
- 22 IENs took the CELBAN prep course in 3 sessions

Specialized Workshops and Professional Development

- 214 IENs attended free professional development (PD) sessions
- 180 IENs attended 19 paid PD workshops
- 73 members completed the CAS workshop in 8 sessions
- 5 members completed the Workplace Transition Program
- 231 people registered for CoursePark online learning

Exam Preparation and Review

- 31 member IENs enrolled in Exam Preparation and Review
- 3 sessions were delivered

Observational Job Shadowing

- 53 IENs completed OJS
- 14 healthcare employers participated

Employment Strategies for Nurses

- 25 IENs took part in 4 group classes
- 34 IENs had one-on-one employment counselling sessions



Pre-Arrival Supports and Services (PASS)



Pre-Arrival Supports and Services (PASS) is a CARE Centre initiative funded by Immigration, Refugees and Citizenship Canada (IRCC). PASS helps pre-arrival IENs in their countries of residence who are accepted for immigration to Canada. PASS offers supports and services designed to shorten the time that IENs spend from arrival in Canada to professional registration and nursing 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 from the Government of Canada.

PASS offers 100 hours of online training that can be scheduled depending on arrival date in Canada. PASS includes online courses providing nursing-specific language and communication training and webinars on employment-related topics, equipping IENs with knowledge and skills for quick and successful entry into the healthcare field.

PASS offers mentorship opportunities linking IENs pre-arrival to expert nurses in destination provinces and by areas of specialization. Through mentorship connections, Canadian nurses assist the integration of PASS nurses by sharing education, wisdom, life and career experiences through direct interaction.

PASS Program Webinars

- Jump Starting Your Canadian Nursing Registration
- Nursing in Canada
- Orientation to the Canadian Healthcare System
- Canadian Labor Market
- Canadian Workplace Culture
- Transferable Skills for Pre-Registration Employment
- Networking Skills
- Employment Law and Standards
- Human Rights and Employment in Canada
- Nursing Communication Foundations (Online)
- Enhanced Communications Skills for Nurses (Online)
- Mentorship Webinars: Orientation, Procedures, Diversity Issues and Problem-Solving



PASS Co-ordinator Meghan Wankel and PASS member IEN Bernadatte Pelayo

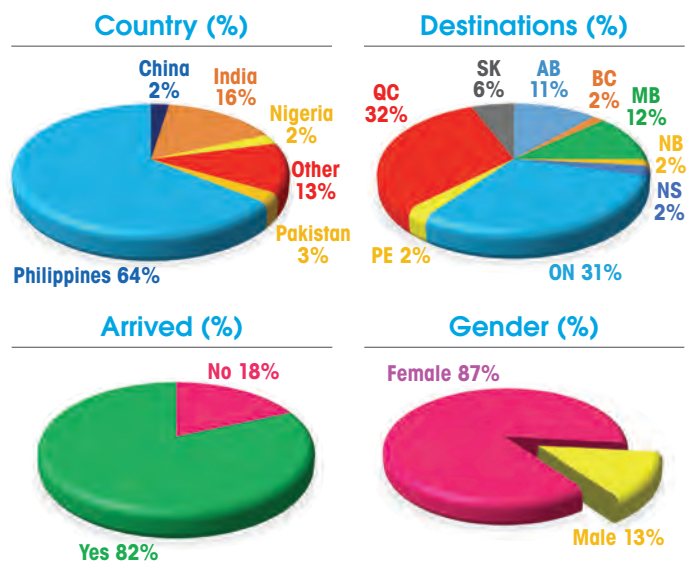
Program Start Day
15 Jan 2016

Total number of members: 175
Jan 2016 – March 2017



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada



* Statistics from 2016-2017 intake of 120 PASS IENs

HIGHLIGHTS 2016 – 2017

April 2016

PASS Co-ordinator Meghan Wankel and Case Manager Lourdes Vicente, RPN, present at the Partners in Education and Integration of Internationally Educated Nurses Conference in Vancouver



June 2016

Member IEN Derrick Ntungwe, RPN, was valedictorian at CARE Centre's 15th Anniversary Celebration and Graduation



October 2016

Professional Practice Lead Ruth Wojtiuk, RN, and Case Manager Loy Asheri, RN, presented at the National Nursing Assessment Service Conference



November 2016

Member Viral Pandya, RPN Joan Lesmond IEN of the Year Award-winner received his award at a presentation at ParaMed, attended by his nominator, Nursing Supervisor Samantha Thomson-Brown, RN



November 2016

Member Kareen Tacderas (centre), RN Joan Lesmond IEN of the Year 2016, was congratulated by Humber River Hospital Chief Nursing Executive, Vanessa Burkowski, RN, CEO Barb Collins, RN, Cecile Marville-Williams, RN, Program Director for Critical Care and Yemi Adebayo, RN, Manager of the Critical Care Unit



January 2017

CARE Centre staff said farewell to former Executive Director Dr. Sue VanDeVelde-Coke, RN and welcomed long-time IEN mentor Dr. Ruth Lee, RN, a nursing instructor at McMaster University, to the position

Statement of Operations

Financials 2016–2017

	2017	2016
Revenue		
Ontario Ministry of Citizenship and Immigration	\$1,548,618	\$1,454,400
Immigration, Refugees and Citizenship Canada	261,530	194,024
Other Revenue (City of Toronto and Programs)	262,582	226,327
Total	\$2,072,730	\$1,874,751

Expenses		
Staffing Costs	\$1,226,262	\$1,222,974
Professional Fees and Services	189,017	133,262
Occupancy	265,658	252,021
Operations	231,886	234,423
Total	\$1,912,823	\$1,842,680

Excess of Revenue over Expenses	\$159,907	\$ 32,071
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Case Manager Junlex Doydora, RN



Member IEN and Case Manager Natolina Marius-Springer, RPN



PASS Member IEN Precious Oba and PASS video producer Gerard Keledjian



PASS and CARE Centre member IENs Unnati Christian and Ronald Thakor



Jennifer Cheng, RN, completed her Ryerson University Master of Nursing research at CARE Centre

Staff, Board Members and Partners

Management Team

Executive Director: Dr. Ruth Lee
Program Manager: Joanne Roth
Office Coordinator: Corrine LeBlanc

Case Managers

Loy Asheri
Junlex Doydora
Michelle Gordon
Maria Krumov
Natolina Marius-Springer
Anaar Shariff
Lourdes Vicente
Anna Wilson
Professional Practice Lead:
Ruth Wojtiuk

PASS and Support Staff

PASS Coordinator: Meghan Wankel
PASS Assistant: Nicholas Ghadiri
Member Services Coordinator:
James Wilkie
Administration, Client Services:
Vanesta Dieudonne
Communications Specialist:
Tina Novotny
Communications Assistant:
Greg Dykstra

Observational Job Shadowing Partners

4 Villages Community Health Centre
Access Alliance Multicultural Health and Community Services
Bayshore HealthCare
Holland Orthopaedic & Arthritic Centre
Kingston General Hospital
ParaMed Home Health Care
Punjabi Community Health Services
Saint Elizabeth Health Care
St. John's Rehab
St. Michael's Hospital
Sunnybrook Health Sciences Centre
Trillium Health Partners
Women's College Hospital
Yee Hong Centre for Geriatric Care

Board of Directors

Yasmin Bhatia
Ella Ferris
Saleem Hall
Janet Kwansah
Melissa Kwok
Jean-Jacques Rousseau
Harpreet Sachdev
Jaffer Sunderji
Lucia Yiu
Pamela Zabarylo
Hameed Zahedi

Founding Organizations

College of Nurses of Ontario
George Brown College
Kababayan Community Services
Maytree Foundation
Ontario Nurses Association
Ontario Nursing Secretariat
Registered Nurses Association
of Ontario
Registered Practical Nurses
Association of Ontario
St. Michael's Hospital
WoodGreen Community Services
Yee Hong Centre for
Geriatric Care



Board Member IEN Janet Kwansah, RN and Member IEN Binnie Hutchison, RN at CARE Centre's 15th Anniversary Celebration and Graduation



Member Joan Lesmond IEN of the Year 2013 Edsel Mutia, RN and his wife Tess at CARE Centre's 15th anniversary Celebration and Graduation



Member IEN Vidhu Kumer RN, RPN, Case Manager Anaar Shariff, RN and Member IEN Iuliya Mikhnovskaya, RN



Kingston Office

c/o KEYS Job Centre
182 Sydenham Street
Kingston, ON, K7K 3M2
1-343-363-1433

Toronto Head Office

620 Wilson Avenue
Suite 200
Toronto, ON, M3K 1Z3
416-226-2800

Hamilton Office

Hamilton Office
c/o Immigrants Working Centre
182 Rebecca St. Hamilton, ON
L8R 1C1
905-521-1777
1-866-515-0018 (toll free)

London Office

c/o Access Centre
171 Queens Avenue
Suite 320
London, ON, N6A 5J7
1-519-719-1793

Windsor Office

c/o WEST of Windsor
647 Ouellette Ave
Suite 201
Windsor, ON, N9A 4J4
1-519-719-1793

Brampton Office

c/o Skills for Change
21 Nelson Street West
Unit 1A
Brampton, ON, L6X 1B6
416-882-5226

CARE Centre is a registered charity
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