

Supporting Nurses Back into Practice

A Year of Innovation and Achievement



Annual Report 2017-2018



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Case Manager Natolina Marius-Springer and Member IEN Tuesday Ajabejo



Case Managers Grace Felix and Junlex Doydora attended an information expo at the Brampton Multicultural Centre in November 2017



Member IEN Miel Alanzalon and Case Manager Lourdes Vicente

Cover (clockwise from top): 2017 RPN Joan Lesmond IEN of the Year Derrick Ntungwe with his family at the Saint Elizabeth Healthcare presentation in December; IENs Boushra Assouab, Micheline El Rammouz and Ronelca Joseph; Member IEN Alyssa Yap-Macarandang and Alexis Macarandang at the 2017 Graduation; Member IEN Muna Ahmad and Case Manager Maria Krumov; PASS Member IEN Dawn Silvederio; Member IEN Ravleen Kaur and OJS Facilitator En Zari Baradaran

Outside back cover: CARE Centre staff and guest speakers from the 2017 Graduation: Case Manager Michelle Gordon, Valedictorian Aaron Antonio, CARE Centre Executive Director Dr. Ruth Lee, Alexander Bezzina, Deputy Minister, Ontario Ministry of Citizenship and Immigration, 2016 IEN of the Year Kareen Tacderas, and Case Manager Lourdes Vicente.

About CARE Centre for IENs

About CARE Centre

Over 4,000 nurses from more than 100 countries have accessed services and supports at CARE Centre for IENs 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.

CARE Centre Bridge Training Program Model



- 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.

Message from the Executive Director

Dr. Ruth Lee

The months of 2017 and 2018 were extremely busy ones for CARE Centre with the continued priority of always preparing for the future. We would like to thank our funder, the Government of Ontario through the Ministry of Citizenship and Immigration (MCI) for providing renewed funding this past year that will secure the organization through to 2021, giving us the independence to research, review, project and plan. We appreciate our funders' votes of confidence in the work that we do and in our strategic, forward-looking focus. CARE Centre updates all program offerings to be reflective of current needs and interventions to come. We also continue to coach and address our member IENs' own unique circumstances through one-on-one case management, a model that is highly successful, serving clients that come to us from literally all over the world.

Thanks to our Immigration, Refugees and Citizenship Canada-funded Pre-Arrival Supports and Services program (PASS) we now meet those IENs much earlier in the process when they are still based in their country of residence after acceptance for immigration to Canada. As we approached our fiscal year-end of March 31st, 2018, the number of PASS registrations climbed considerably and, although Philippines and India continue to be our major source countries, we now provide services for IENs



Ruth Lee receiving her RNAO Lifetime Achievement Award with board member Ella Ferris

from all over the globe. A great many of our PASS members arrive in Ontario to re-establish their nursing careers; that's where all of our MCI-funded Ontario programming keeps them moving in their journey to registration. We were honoured to have MCI Deputy Minister Alexander Bezzina present at our 2017 graduation, and to hear his kind words about his own experiences seeing IENs excel in the workplace.

We are very proud to have our work presented at local, national and international conferences. It gives us the chance to

interact with our important stakeholder partners, without whom we could never achieve what we do. We are grateful to all the organizations we work with and who provide opportunities to our member IENs: the employers, regulators, professional associations, academic institutions, settlement agencies, local immigration partnerships and others. When we share our strengths in the cause of IEN advancement, everyone benefits. We look forward to expanding our expertise and moving ahead to promote CARE Centre's unique and trusted services to IENs, and to enjoying closer collaboration with healthcare employers, many of whom have become ardent IEN champions who have hired many of our members. Our on-going thanks to them always! With the dedication, commitment and combined expertise of our team, we'll all succeed together.

Message from the Chair

Dr. Jean-Jacques Rousseau

In numerology, the number 16 stands for wisdom and independence, two resonant words relating to CARE Centre's 2017-2018 fiscal year. Over 16 years of serving IENs, CARE Centre has set the standard for bridge training for internationally educated nurses. Where once no supports existed for IENs, CARE Centre created a solid foundation to improve the IEN registration process. CARE Centre's case management model is unique in bridge training for internationally educated nurses, with a process that offers multiple interventions to ensure the best, individualized path to licensure. In years of developing and refining its programs and services, CARE Centre has become a centre of excellence for IEN bridging, now sharing insight and knowledge right across the country. CARE Centre knows that in the regulatory environment and employment landscape, the only constant is change. The Board of Directors has been honoured to provide oversight and governance to this dynamic organization and congratulates



every staff member for their dedication, even in the face of fiscal pressures and the disruption of several office moves recently completed. So many CARE Centre employees have long service records, and even those who retire often remain instructors and mentors. Executive Director Ruth Lee is a highly respected educator, nursing employment leader and academic innovator, who has long championed the IEN cause for diversity and inclusion in the nursing workforce. At the start of 2018 Ruth became the recipient of a Lifetime Achievement Award from the Registered Nurses Association of Ontario, and it couldn't be more deserved. As CARE Centre keeps evolving to meet the changing needs of IENs, in Ontario, in Canada and around the world through the Pre-Arrival Supports and Services program, the Board is confident that Ruth and her exceptional team will continue to leverage their combined wisdom to be at the forefront of best practice and innovation in the immigration, settlement and healthcare sectors.



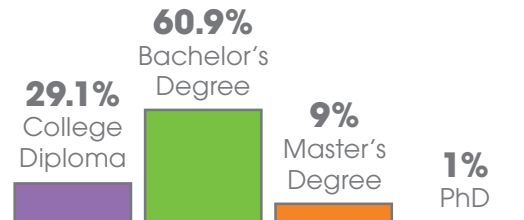
Celebrated for their service: Case Managers Anaar Shariff, Loy Asheri, Professional Practice Lead Ruth Wojtiuk, Case Manager Anna Wilson with Executive Director Ruth Lee

Participant Profile

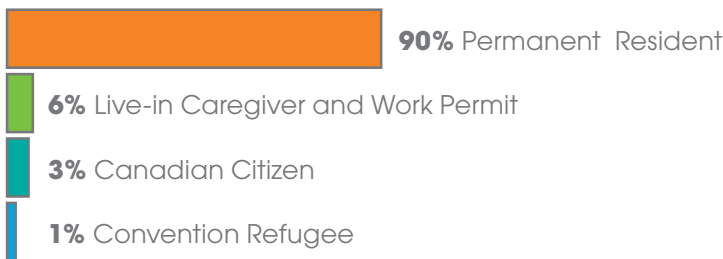
Immigration Class



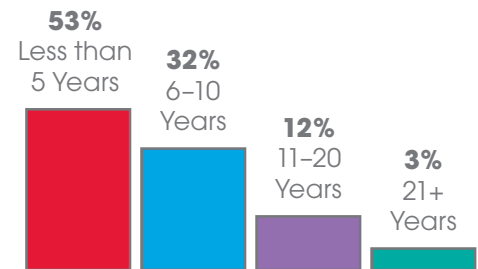
Level of Education in Country of Origin



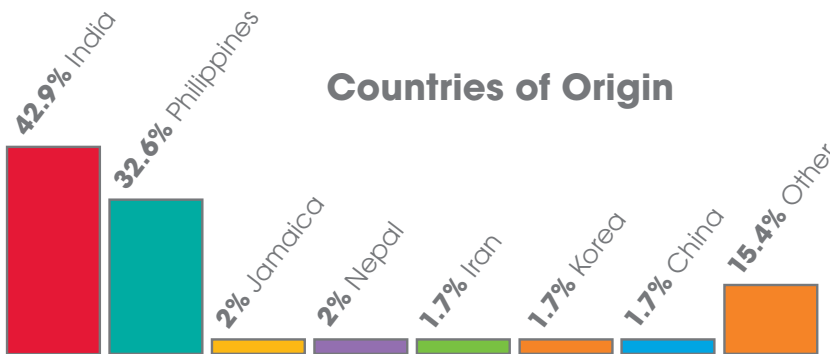
Immigration Status



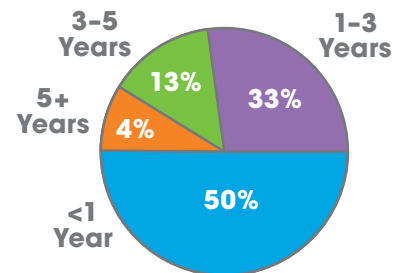
Nursing Experience in Country of Origin



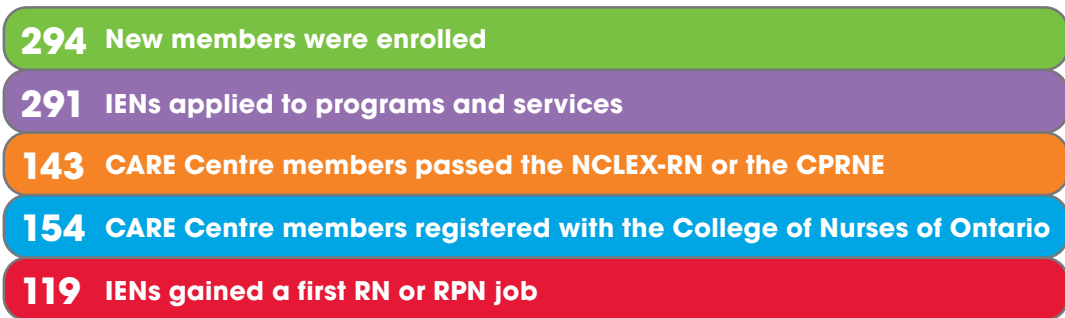
Countries of Origin



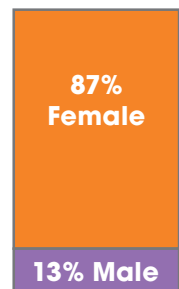
Length of Time in Canada



Key Results



Gender



Program Updates

Information and Orientation Sessions

- 434 IENs attended information sessions
- 138 IENs attended one-on-one information sessions
- 296 IENs attended 30 group orientation sessions

Specialized Workshops and Professional Development

- 148 IENs attended 13 free professional development (PD) sessions
- 229 IENs attended 24 paid PD workshops
- 32 members completed the CAS workshop in 5 sessions
- 347 people registered for CoursePark online learning

Observational Job Shadowing

- 50 IENs completed OJS
- 11 healthcare employers participated

Language and Communication for Nurses (LCN)/CELBAN

- 124 IENs participated in 14 LCN deliveries
- 126 IENs completed the iCELBAN assessment in 19 sessions
- 31 IENs took the CELBAN prep course in 4 sessions
- 93 IENs attended 10 LCN deliveries in 3 partner locations

RPN Exam Preparation and Review

- 52 member IENs enrolled in Exam Preparation and Review
- 5 sessions were delivered

Employment Strategies for Nurses

- 25 IENs took part in 3 group classes
- 36 IENs had one-on-one employment counselling sessions



Graduation 2017

Pre-Arrival Supports and Services (PASS)



The nursing registration process can be lengthy and complex for Internationally Educated Nurses (IENs) in Canada. IENs' journeys to registration and employment can take from 1 to 5+ years, a protracted period that hinders their abilities to meet registration requirements, fosters the need for academic upgrading and leads to delayed employment. The Pre-Arrival Supports and Services (PASS) Program, funded by Immigration, Refugees and Citizenship Canada (IRCC), was developed in 2015 by CARE Centre for IENs to serve pre-arrival internationally educated nurses in their countries of origin or residence who are destined for Canada. PASS services are designed to get IENs started on the registration process earlier, thus shortening the time that they 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 from the Government of Canada. Since January 2016 to the beginning of the new fiscal year, PASS has served over 500 IENs around the world. Over the last fiscal year between April 2017 – March 2018, 290 IENs joined PASS and accessed online resources.

PASS Provides:

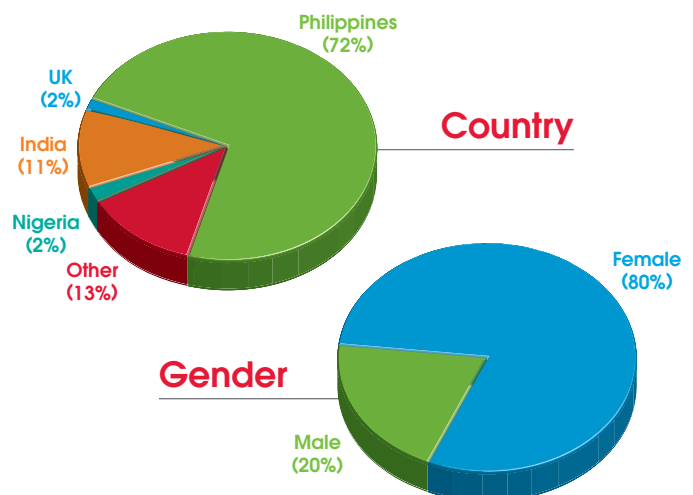
100 Hours of online training that can be scheduled depending on arrival date in Canada, including:

- Individual case management and guidance providing information and referrals for language, employment and settlement services
- Mentorship program with Canadian Nurses Association linking IENs to nurses in destination provinces
- CELBAN readiness self-assessment and resources
- Links to free IELTS resources
- Live webinars equipping IENs with knowledge and support for speedy and successful entry into the healthcare field, including pre-registration for access to non-licensed healthcare professions
- Live information and orientation webinars providing an overview of the nursing registration process and the Canadian healthcare system
- Online courses providing nursing occupation-specific English language and communication training



PASS Coordinator Meghan Wankel and PASS Assistant Nicholas Ghadiri

Demographic Report April 2017 – March 2018



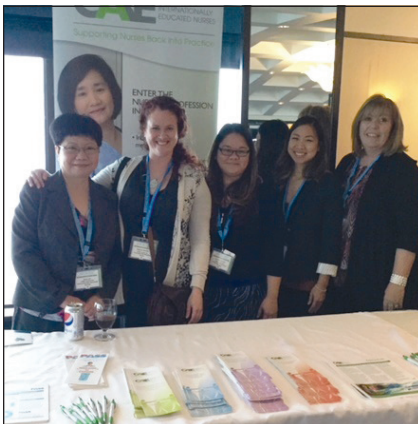
www.pass4nurses.org



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

Highlights 2017 – 2018



April/June 2017

The CARE Centre delegation at the PIE-IEN Conference in Halifax April 26th and 27th: Executive Director Ruth Lee, PASS Coordinator Meghan Wankel, Case Manager Lourdes Vicente, Ryerson graduate student Jennifer Cheng and Administrative Coordinator Cory LeBlanc. Aaron Antonio was Valedictorian at the 2017 Graduation held at Touchstone Institute June 19th.

December 2017

2017 RN Joan Lesmond IEN of the Year Gaynor Quieros with Niagara Health's Angela Alfieri-Maiolo, Director of Clinical Services, CARE Centre Executive Director Ruth Lee and Heather Gillespie, Manager, Niagara Region Mental Health Program at the December 7th presentation in Thorold.



December 2017

Dr. Ruth Lee, Member IEN Derrick Ntungwe, RPN and Sandra Ketchen, SVP, Operations, at the Joan Lesmond IEN of the Year Award presentation at Saint Elizabeth Healthcare

February 2018

PASS Coordinator Meghan Wankel hosted the West Local Immigration Partnership Employment Resource Connections Event February 13th, seen here with featured speaker Gerard Keledjian, Producer and Host of New Canadians TV and Wilf Flagler, Community Services Supervisor at Next-Steps Employment Centre, Toronto District School Board



March 2018

Communications Specialist Tina Novotny, PASS Coordinator Meghan Wankel and Case Manager Lourdes Vicente attended the Kitchener Global Skills Conference March 21st.

Statement of Operations

Financials 2017–2018

	2018	2017
Revenue		
Ontario Ministry of Citizenship and Immigration	\$1,004,500	\$1,548,618
Immigration, Refugees and Citizenship Canada	265,834	261,530
Other Revenue (City of Toronto and Programs)	197,991	262,582
Total	\$1,468,325	\$2,072,730
Expenses		
Staffing Costs	\$1,021,765	\$1,226,262
Professional Fees and Services	144,460	189,017
Occupancy	149,471	265,658
Operations	179,939	231,886
Total	\$1,495,635	\$1,912,823
Excess of Revenue over Expenses	(\$27,310)	\$159,907



PASS Coordinator Meghan Wankel and PASS/CARE Centre member IENs Pamela Campos and Cristina Giron



Case Manager Maria Krumov and Member IEN Shellah Jauod



Hamilton Holiday Party with Case Manager Lourdes Vicente

Staff, Board Members and Partners

Management Team

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

Case Managers

Ismail El Assaad
Junlex Doydora
Grace Felix
Michelle Gordon
Maria Krumov
Natolina Marius-Springer
Lourdes Vicente

PASS and Support Staff

PASS Coordinator: Meghan Wankel
PASS Assistant: Nicholas Ghadiri
Member Services Coordinator:
James Wilkie
Administration, Client Services:
Emmanuel Wilfred
File Management Clerk:
Ronelca Joseph
Communications Specialist:
Tina Novotny

Observational Job Shadowing Partners

Access Alliance Multicultural
Health and Community Services
Bayshore HealthCare
Cawthra Gardens
Kingston Health Sciences Centre
Niagara Health System

Board of Directors

Yasmin Bhatia
Ella Ferris
Janet Kwansah
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



Case Manager Michelle Gordon and Member IEN Azadeh Bakhshali



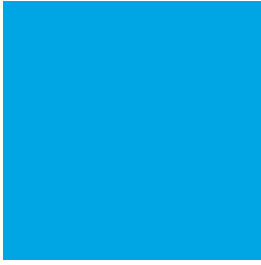
Member IEN Ian Lacamento participated in a new video about CARE Centre's Language and Communication programs



Member Services Coordinator James Wilkie with the CARE Centre lending library.



Language Specialist Cara Malla and Member IEN Mary Luz Herrera Lopez



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

c/o Regus Offices
Brampton County Court Business Centre
2 County Court Blvd., Suite 400
Brampton, ON L6W 3W8
(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
171 Queens Avenue
Suite 320
London, ON N6A 5J7
(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
(343) 363-1433

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

Visit www.canadahelps.org to make a donation

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