



Supporting Nurses Back into Practice



2018-2019

Annual
Report

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Cover: *Member IENs Genesis Allen, Tabitha Rono and Ganiat Animashaun*

Outside back cover: *Executive Director Ruth Lee (centre) with (front) PASS Coordinator Meghan Wankel, Brampton Case Manager Grace Felix, Instructor Ruth Wojtiuk, Hamilton Case Manager and Observational Job Shadowing Lead Lourdes Vicente, Toronto Case Manager Maria Krumov, Brampton Case Manager Natolina Marius-Springer (back) Toronto and Kingston Case Manager and Professional Development Lead Michelle Gordon, PASS Assistant Bradley Desir, Program & Membership Liaison Assistant Aly Kassam.*

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

CARE Centre began its 18th year of operation with a new home for head office in Toronto's Junction neighbourhood. Since May 2018 we have opened our doors to many new clients from both our federally funded Pre-Arrival Supports and Services (PASS) program, and provincially funded programs, which we newly named STARS: Supports, Training and Accessing Regulated-employment Services. We are grateful for our renewed multi-year funding from the Ontario Ministry of Training, Colleges, and Universities, and Immigration, Refugees and Citizenship Canada. PASS assists Internationally Educated Nurses (IENs) on route to Canada, while STARS helps IENs who have already arrived in Ontario. We're especially pleased when PASS clients destined for Ontario join STARS when they have achieved membership eligibility. We want to recognize our many partners across the country who welcome PASS members to their own provinces and territories, and the Canadian Nurses Association members who serve as much valued mentors to PASS IENs.

CARE Centre's employment outcomes for IENs are buoyed every year by our Observational Job Shadowing (OJS) partners, who provide valuable experience in a range of nursing environments, allowing our members to learn from expert nurses on the job. We also acknowledge our academic partners who ensure our member nurses have additional supports on their journey to registration, and all the employers who hire and promote our IENs. CARE Centre's regional offices in Hamilton, Mississauga, Brampton, London, Windsor and Kingston continue to assist IENs across southwestern Ontario in collaboration with our partners and colleagues in those

communities and catchment areas: they deserve our many thanks as well.

CARE Centre has been guided through its growth and development by outstanding volunteers on our board of directors and special committees, and we want them to know that all their efforts are so important in elevating the status of IENs in Ontario healthcare. There are long-standing members of the CARE Centre Joan Lesmond IEN of the Year Awards committee who donate their time and expertise to select one registered nurse and one registered practical nurse member to receive the annual honour of representing IENs' commitment and contributions. Former board member Ella Ferris has chaired the committee since its inception, stepping down after the 2018 winners were chosen. We are grateful to Ella's leadership and couldn't do it without all of the members' commitment!

Finally, my heartfelt appreciation goes to CARE Centre's dedicated staff, some of whom have been with the organization for many years, for their on-going dedication to our clients. The case managers form lasting relationships with our member IENs, but the whole CARE Centre team collaborates to ensure their success in achieving nursing registration and gaining and sustaining rewarding employment in the profession they love. The staff have all done a tremendous job this past year, and I look forward to more great outcomes for newcomer nurses from Windsor to Kingston and around the world through PASS.



Dr. Jean-Jacques Rousseau



This is my fifth year as a member of the Board of Directors of the CARE Centre. During this time, we faced many challenges including reductions in funding, the relocation of our main office and changes in executive leadership. Thank you to all our partners for standing by us and our clients, especially the Ontario Ministry of Training, Colleges and Universities (MTCU).

CARE Centre keeps getting better in the delivery of its mission to help internationally educated nurses (IENs) integrate the profession in Ontario. A hugely dedicated staff keeps track of the changing needs of the marketplace and of our IEN clients to make it all happen. A good example is the addition of the Pre-Arrival Supports and Services (PASS) program, funded by Immigration Refugees and Citizenship Canada. It supports the pre-arrival preparation for newcomer nurses, so that they can be ready for the realities of the profession in their new home. This represents a significant growth area for the organization and we are grateful for the federal government's continued support of this critical program.

I was elected Chair of the Board of Directors in June 2018 and continue to witness accomplishments throughout the organization, from Windsor to Kingston, and applaud CARE Centre for its leadership in the IEN "partners" community. Branding Ontario services under the Supports, Training and Accessing Regulated-employment Services (STARS) name helps to solidify CARE Centre's "umbrella" role as a service-provider for IENs

in the province. CARE Centre is active in the nursing, healthcare, immigration and settlement sectors, sharing expertise with a range of organizations helping clients in those areas.

As I mentioned at the recent CARE graduation ceremony, mentorship is foundational piece to meet our goal. In the past year, we are delighted to see the increasing numbers of healthcare employers collaborating with us in offering Observational Job Shadowing as well as employment opportunities to our clients. Many employers have also become champions for IENs. Thank you all.

On personal note, I am surrounded by family members that were drawn to nursing and therefore have continued personal exposure to the professional calling nurses feel. We all need to appreciate the care, concern and compassion they bring to their work. Add to that the many hurdles IENs face to become registered and return to nursing in this province and country, we know CARE Centre will be integral to their journey and recognition for years to come.

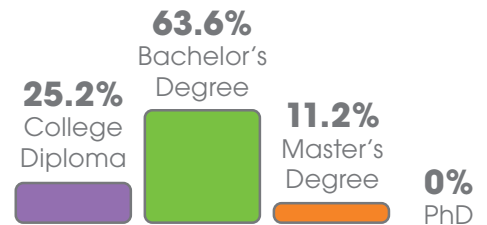
The Board of Directors is grateful to the commitment and hard work of our outstanding team, instructors and advisors, who form part of our circle of excellence and ensure that our clients succeed in Ontario and the rest of Canada.

Participant Profile

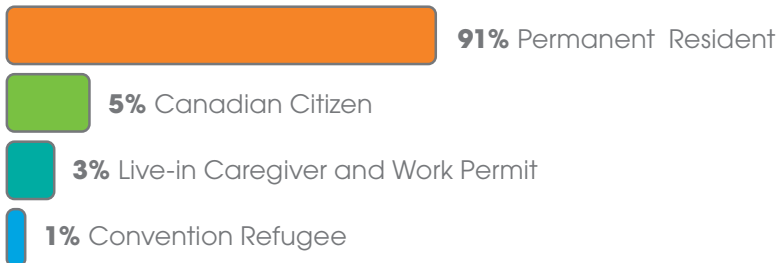
Immigration Class



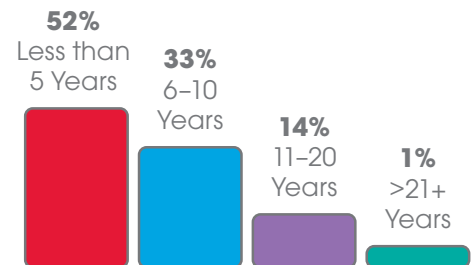
Level of Education in Country of Origin



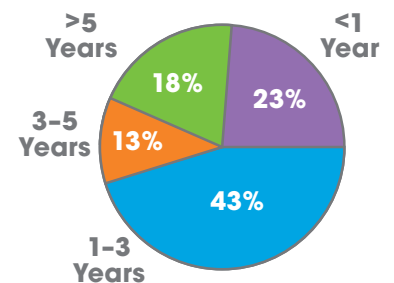
Immigration Status



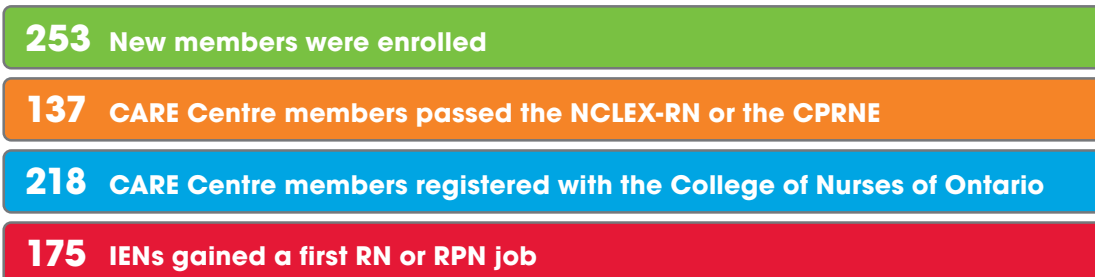
Nursing Experience in Country of Origin



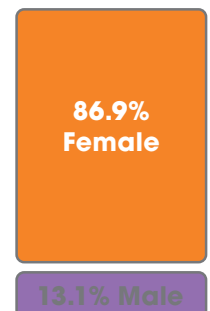
Length of Time in Canada



Key Results



Gender



Program Updates

Information and Orientation Sessions

- 369 IENs attended information sessions
- 93 IENs attended one-on-one information sessions
- 276 IENs attended 27 group orientation sessions

Internationally Educated Nurses Competency Assessment Program (IENCAP)/Objective Structured Clinical Examination (OSCE) Review

- 45 members IENs enrolled in Internationally Educated Nurses Competency Assessment Program (IENCAP)/Objective Structured Clinical Examination (OSCE) review
- 4 sessions were delivered

Specialized Workshops and Professional Development

- 113 IENs attended 10 free professional development (PD) sessions
- 201 IENs attended 20 paid PD workshops
- 13 members completed the Competency Assessment Supplement (CAS) workshop in 2 sessions
- 289 people registered for CoursePark online learning

RPN Exam Preparation and Review

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

Employment Strategies for Nurses

- 7 IENs took part in 1 group classes
- 66 IENs had one-on-one employment counselling sessions

Language and Communication for Nurses (LCN)/CELBAN

- 61 IENs participated in 8 LCN deliveries
- 143 IENs completed the iCELBAN assessment in 23 sessions
- 26 IENs took the CELBAN prep course in 3 sessions

Observational Job Shadowing (OJS)

- 55 IENs completed OJS
- 11 healthcare employers participated



2018 Graduates

STARS Case Management



*Case Manager Grace Felix and
Member IEN Meenu Chopra*

The case management program model at CARE Centre makes our member IENs STARS. To better reflect the support and services we offer across Ontario, we grouped them together and named them STARS. STARS stands for Supports, Training, and Access to Regulated-employment Services, all guided by one-to-one interaction with a case manager, in-person at locations across southwestern Ontario and using consistent virtual communication.

The first step in the member IEN-case manager relationship begins with an in-depth nursing readiness assessment of each new client, including language proficiency. Together they develop a custom action plan to highlight strengths and address areas for improvement. Case managers are expert in developing a plan that is designed to guide IENs to the most expedient, cost-effective academic, skill development and employment supports they need to be successful on their path to registration.

The case manager also guides the IEN on the final preparations for registration exam success, including any additional submissions or testing required by the College of Nurses of Ontario. Case managers will also introduce clients to additional learning resources such as specialized classroom workshops and online certificate completion through CoursePark.

STARS Signature Courses



In its 18 years of supporting nurses back into practice, CARE Centre has developed and refined signature programming for our members to help them meet the College of Nurses of Ontario's (CNO) licensing requirements. CARE Centre works with expert instructors to deliver courses in Exam Preparation and Review for the Canadian Practical Nurse Registration Examination (CPNRE), as well as Internationally Educated Nurses Competency Assessment Program (IENCAP)/Objective Structured Clinical Examination (OSCE) Preparation for RN objective structured clinical examination.

CARE Centre has been a leader in nursing occupation-specific language training, beginning with the Institutional Canadian English Language Benchmark Assessment for Nurses (iCELBAN), a requirement of STARS membership.

iCELBAN results are used by case managers to assist IENs in developing individualized plans to improve overall language proficiency as they move toward registration with the CNO. Other signature language courses include CELBAN Preparation and Orientation prior to test-taking, and Language & Communication for Nurses (LCN) offering a curriculum created by both nursing and language experts. Effective Communication Strategies for Nurses (ECSN) is comprised of four distinct modules designed to enhance effective communication skills in the workplace, building confidence and preparing IENs for employment success.



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

Observational Job Shadowing



Member IEN Angela Pamintuan and Expert Nurse and Member IEN Sheena Solitario at Sunnybrook Health Sciences Centre

CARE Centre's Observational Job Shadowing (OJS) program is a unique learning opportunity for member IENs to be partnered with an expert nurse through two to three shifts and experience the nursing profession in Ontario first-hand. Although OJS participants do not provide direct clinical care, observing experienced nurses in various roles greatly increases their understanding of the role and scope of practice of nurses working in Ontario. Member IENs gain valuable exposure to the language and culture of the Canadian healthcare workplace.

CARE Centre members who meet OJS requirements are eligible to 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. Mandatory requirements and certificates are needed to qualify: [details on the website here](#).

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 eager to offer opportunities to member IENs for workplace experience and employment.

Pre-Arrival Supports and Services (PASS)



Pre-Arrival Supports and Services (PASS) helps pre-arrival 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 from the Government of Canada.

Since January 2016 to the beginning of the new fiscal year (April 1, 2019), PASS has served over 750 IENs from around the world. In the last fiscal year between April 2018 – March 2019, 303 IENs joined PASS and accessed online resources.



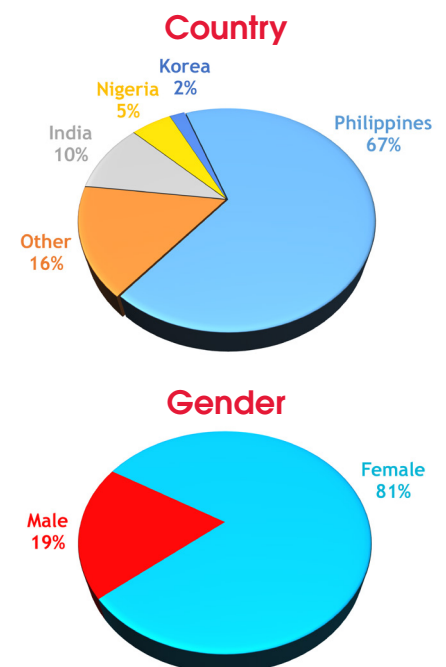
*PASS Coordinator Meghan Wankel
and PASS and CARE Centre
Member IEN Shabnum Haroon*

IENs participating in PASS have access to:

- 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 health care system
- Live employment-related webinars equipping IENs for successful entry into the health care field
- Mentorship connection with Canadian Nurses Association expert nurses

www.pass4nurses.org

Demographic Report April 2018 – March 2019



CARE Centre at Conferences

Celebrating our Graduates in 2018



2018 Valedictorian and PASS and CARE Centre Member IEN Folakemi Afolabi and Case Manager Maria Krumov

CARE Centre held its graduation in Toronto on May 11th during Nursing Week in tandem with the RNAO's Health Professionals Expo. There were 163 member IENs who passed their registration exams in 2017-2018. The Keynote speaker was RNAO President Angela Cooper Brathwaite and the valedictorian was Folakemi Afolabi, the very first member of CARE Centre's Pre-Arrival Supports and Service Program (PASS), who completed both her RPN and RN designations with CARE Centre.

CARE Centre participated in numerous conferences on both the national stage and locally, sharing knowledge and experience with colleagues in nursing, and in the immigration and settlement sectors. Presentations included learnings from both PASS and STARS programs. CARE Centre representatives had three poster and one oral presentation at the 12th Annual Partners in Education and Integration of Internationally Educated Nurses Conference in Montreal in April 2018.

PASS participates in many online conferences with partners such as the YMCA, In-TAC, the Canadian Immigrant Integration Partnership (CIIP) and Prepare for Canada. Other conferences and meetings attended include the Chinese Professionals Association

of Canada's Professionals Day, COSTI Employment Services, Newcomers Canada Expo, Employment Ontario's JobStart and the Pathways to Prosperity 2018 National Conference in Montreal.

Case managers represented CARE Centre at regional conferences such as the Global Skills Conference for Internationally Trained Professionals in Kitchener, the Rural Employment Initiative in Mississauga, and Annual Skills Training at the Niagara Folk Arts Multicultural Centre. Rounding up the fiscal year, Ruth Lee participated in a panel discussion on licensure options for internationally educated nurses at the 16th Internationally Educated Professional Conference in Toronto, March 2019.

Joan Lesmond IEN of the Year Awards



2018 Joan Lesmond IENs of the Year Anna Ke, RPN and Novlette Delisser-Francis, RN



The Joan Lesmond IEN of the Year Awards were created in 2011 to commemorate CARE Centre's 10th anniversary. They are named in honour of the late Dr. Joan Lesmond, a nursing leader who championed diversity and inclusion, who sadly passed away the same year. In the first three years one member IEN was celebrated, and in the fourth year the

awards were expanded to recognize one RPN and one RN-registered CARE Centre member.

The thirteen nurses awarded to date have come from countries all over the world, including Tanzania, Palestine, the Philippines, Iran, Peru, India, England, Cameroon, Jamaica and Taiwan. They have been working in acute care, long-term and community care, and have since enjoyed career advancement. IENs may self-nominate or be nominated by colleagues or clients. The IEN of the Year Awards are designed to highlight IENs' contributions to the Ontario healthcare workplace, and to applaud the employers who hire, support and promote them.

Statement of Operations

Financials 2018–2019

	2019	2018
Revenue		
Ontario Ministry of Training, Colleges and Universities	\$1,109,940	\$1,004,500
Immigration, Refugees and Citizenship Canada	264,064	265,834
Other Revenue (City of Toronto and Programs)	201,311	197,991
Total	\$1,575,315	\$1,468,325
Expenses		
Staffing Costs	\$1,126,239	\$1,021,765
Professional Fees and Services	146,805	144,460
Occupancy	132,144	149,471
Operations	147,744	179,939
Total	\$1,552,932	\$1,495,635
Excess of Revenue over Expenses	\$22,383	(\$27,310)



Member IEN Marie Antonette Maceda, Executive Director Ruth Lee, RNAO President (and 2018 Graduation Keynote Speaker) Angela Cooper-Brathwaite and Member IEN Ian Lacamento

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

Support Staff

Member Services Coordinator:
James Wilkie
Administration, Client Services:
Emmanuel Wilfred
File Management Clerk:
Ronelca Joseph
Communications Specialist:
Tina Novotny

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

PASS

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

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
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
Women's College Hospital
Yee Hong Centre for Geriatric Care



*Case Manager Lourdes Vicente and Member
IEN Raya Ivan Balagtey*



*Case Manager Michelle Gordon and Member
IEN Dimitrios Manolas*

Supporting Nurses Back into Practice



Photo caption on page 2

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

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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
(416) 226-2800 ext. 225

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

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