

Supporting Nurses Back into Practice



2019-2020

Annual  
Report

# Table of Contents

- 3 About CARE Centre for Internationally Educated Nurses
- 4 Message from the Executive Director
- 5 Message from the Chair of the Board of Directors
- 6 Participant Profile
- 7 Program Updates
- 8 Case Management
- 9 Supports, Training, and Access to Regulated-employment Services (STARS) Courses
- 10 Observational Job Shadowing
- 11 Pre-Arrival Supports and Services (PASS) Update
- 12 CARE Centre at Conferences
- 14 Joan Lesmond IEN of the Year Awards
- 15 Statement of Operations
- 16 Staff, Board Members and Partners

*Cover: (from top left) Member IEN (Marina Vashkevich) with Case Manager Maria Krumov; 2018 RN IEN of the Year Novlette Delisser-Francis and Case Manager Michelle Gordon; Case Manager Lourdes Vicente and Member IEN Princess Dianne Rabino; PASS and CARE Centre Member IEN Agnes Burgos and PASS Program Coordinator Meghan Wankel*

*Back Cover: Back L-R Neethu Augustine, Daisy Awa, Mary Joyce Dator, Mihaela Oltean, Adele Yamba Front L-R Paul Segovia, Isatu Bangura, Jenelyn Bumakil and CARE Centre Professional Practice Lead Ruth Wojtiuk*

# About CARE Centre for IENs

## 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, Windsor, London, Hamilton, Peel Region and Kingston, and 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-on-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 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 (IENs) 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 & 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

As we ended our operational year in March 2020, the COVID-19 pandemic reached Ontario and we closed our offices, working remotely to support our member nurses. The evolving emergency made me reflect on nursing around the world, and how our role at CARE Centre is to gauge the differences in nursing education and experience. Through the COVID-19 crisis, I felt more than ever that we are called to nursing, and nurses are all similar in their commitment to helping others, even when they put themselves in danger.

Our team shares a similar dedication to our clients, and they shone through turbulent times, helping our internationally educated nurses (IENs) cope with additional challenges. We call our Ontario programming STARS: Supports, Training, Access to Regulated-employment Services. That's certainly how I view our staff, along with our member IENs. CARE Centre thanks the Government of Ontario for our 19 years of funding, allowing us to expand and enhance our services.

We are also extremely appreciative of the support and collaboration of our partners in the service/employer, academic and settlement sectors, particularly our Observational Job Shadowing (OJS) employer partner organizations. Their Expert Nurses share their expertise generously with our clients to provide them with lived experience to the Canadian health care workplace. To the Expert Nurses – my kudos. My gratitude also goes to the nursing leaders who volunteer their time providing presentations, along with our regular language instructors and workshop

facilitators for their commitment in supporting learning.

Our Pre-Arrival Supports and Services (PASS) program continues to assist nurses in the process of immigrating to Canada, even

as borders closed to control the pandemic. When those nurses reach Canada one day, we will be honoured to welcome them. We thank Immigration, Refugees and Citizenship Canada for years of funding PASS so we can prepare our newcomer nurses to launch their Canadian careers.

We have increased our virtual outreach to IENs throughout Ontario with teleconferencing and web-based case management and education. In the future we will continue to meet with IENs in locations across southern Ontario as we enter a new phase of digital service.

As I do every year, I thank our staff who maintain meaningful relationships with our clients while embracing different service delivery models. As we increase our number of remote clients, I am confident the quality of their interactions with our case managers and support staff will continue at the highest level. I am deeply appreciative of our board members who continue to guide the organization to fulfill strategic goals. We often speak of the CARE Centre “family”, and our relationships reflect that those bonds are very real and more important than ever before.





## Dr. Jean-Jacques Rousseau, PhD, MBA

At the close of 2019, CARE Centre adopted a new three-year strategic plan that emphasizes the use of technology in support of improved service delivery, case management and data evaluation. The plan encourages staff to work remotely when appropriate, and empowers them to make greater use of digital communication tools to more easily reach our clients across Ontario.

Adopting this plan meant that the organization was well-prepared for the impact of the COVID-19 pandemic on our work processes. Under the leadership of the Executive Director, Dr. Ruth Lee, staff successfully accelerated the implementation of remote work and other aspects of the plan in order to adjust to this new normal.

On behalf of the entire board of directors I want to congratulate Ruth and each staff member for demonstrating unwavering commitment to serve our members under these unprecedented conditions: You maintained a continuity of service that provided our members the support they needed to stay true to their goal of rewarding work in their chosen profession. Your dedication continues to be an inspiration and a reminder of why CARE Centre is the gold standard in bridge

training for international health professionals – thank you!

In addition to the pandemic, the first half of 2020 was also marked by protests

that aim to eradicate anti-black racism from our society and institutions. IENs come from all parts of the globe; diversity is at the heart of who they are and features prominently in the communities they serve. This is why diversity is among our core values at CARE Centre. We are proud to affirm that Black Lives Matter, and to reaffirm our commitment to an organisational culture that is characterized by professionalism, respect and compassion towards our members, staff, partners and all those touched by our work.

As we look forward to our 20th anniversary next year, we appreciate the progress that individual IENs have made and are grateful to be partners on their journeys as they help transform Ontario nursing into a more globally experienced profession.

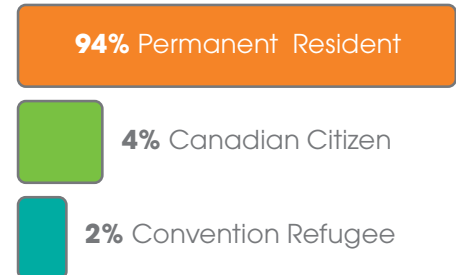


# Participant Profile

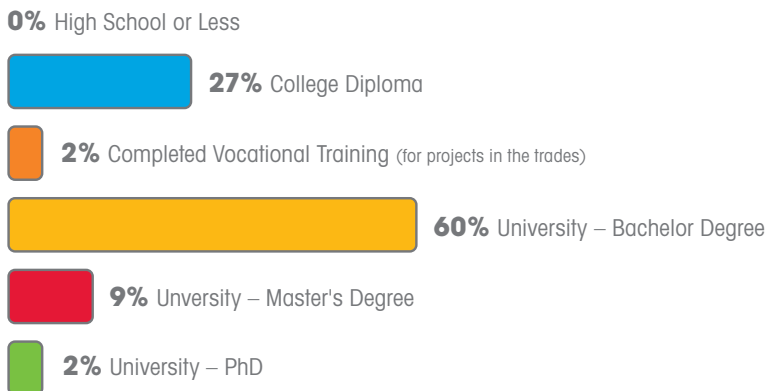
## Immigration Class



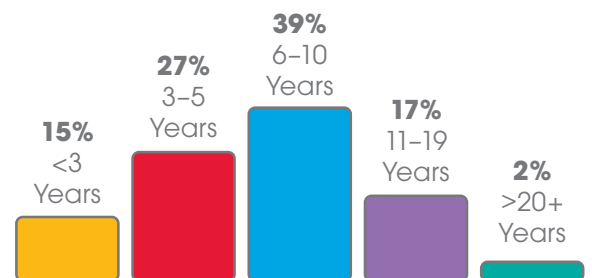
## Immigration Status



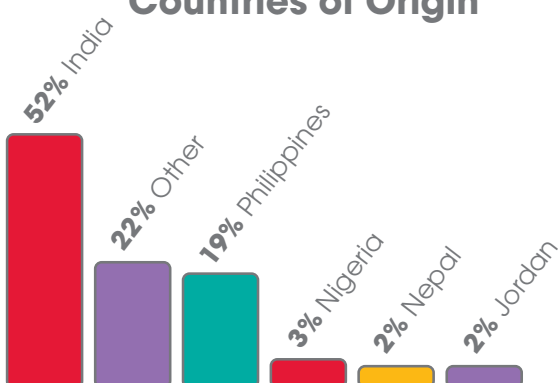
## Level of Education in Country of Origin



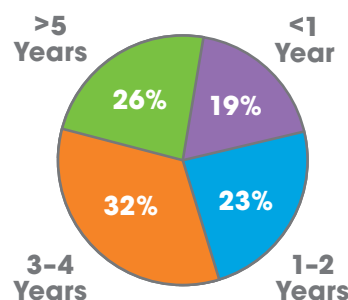
## Nursing Experience in Country of Origin



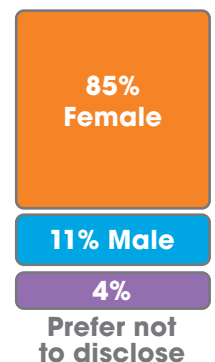
## Countries of Origin



## Length of Time in Canada



## Gender



## Key Results

**250** New members were enrolled

**147** CARE Centre members passed the NCLEX-RN or the CPRNE

**129** CARE Centre members registered with the College of Nurses of Ontario

**131** IENs gained a first RN or RPN job

# Program Updates

## Information and Orientation Sessions Total 457 clients:

- Online – 142 clients
- One on One – 79 clients
- 19 Group Sessions – 236 clients
- 250 clients became members

## IENCAP/OSCE:

- 4 Sessions attended by 44 members

## RPN Exam Review:

- 3 Sessions attended by 16 members

## Specialized Workshops and Professional Development:

- 187 members attended 17 free PD sessions
- 124 members attended 14 paid PD sessions
- 7 members completed Competency Assessment Supplement Workshop in 1 session
- 313 members registered for Coursepark online learning

## OJS:

- 50 clients participated in OJS. We have 16 employment partners

## Employment Strategies:

- One on One Employment Counselling attended by 97 members
- One on One Mock Interviews attended by 12 members

## Language – LCN, CELBAN:

- 2 LCN sessions attended by 10 members
- 178 clients attended iCELBAN in 19 sessions
- 20 clients took CELBAN in 3 sessions



## 2019 Graduates

CARE Centre member IENs Amandeep Bual, Anisha Khanal, Case Manager Grace Felix, member IENs Sheenam Aggarwal, Ganiat Animashaun



# STARS Case Management



CARE Centre's STARS programs and services are centred around our case management model. STARS stands for Supports, Training, and Access to

and digital communication. To assist IENs in more remote locations we use various virtual technologies.

IENs begin their relationship with their



*Peel Region Case Managers Natolina Marius-Springer and Grace Felix*

Regulated-employment Services, all guided by one-to-one interaction with an assigned case manager, in-person at locations across southern Ontario from Windsor to Kingston and using phone

Case Managers by taking an in-depth nursing readiness assessment. The results help them develop a custom action plan to highlight strengths and address areas for improvement on an agreed timetable. Case Managers are expert in creating a plan collaboratively with IENs that works best for them to attain their academic, College of Nurses of Ontario registration, skill

development and employment goals. Case managers guide their clients to additional learning resources such as CARE Centre's specialized courses and professional development workshops.



# STARS Signature Courses



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.

CARE Centre is recognized as 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.



*Language Instructor Cara Malla, CARE Centre member Lydia Thomas and her sister Linda Thomas*

CARE Centre engages expert instructors to deliver courses in Exam Preparation and Review for the Canadian Practical Nurse Registration Examination (CPNRE), and Internationally Educated Nurses Competency Assessment Program (IENCAP)/Objective Structured Clinical Examination (OSCE) Preparation for RNs.

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

Other signature language courses include CELBAN

# Observational Job Shadowing



*CARE Centre member IEN Aileen Caballero  
with Expert Nurse Jamed Brucal, RPN at Holland  
Bloorview Kids Rehabilitation Hospital*

One of the most important steps for IENs is to gain familiarity with the College of Nurses of Ontario (CNO) practice guidelines in the healthcare setting. Through collaborative arrangements with a variety of employer partners, CARE Centre's Observational Job Shadowing (OJS) program offers a unique learning experience for IENs. OJS participants are partnered with an expert nurse through two to three shifts to greatly increase 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 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.



# Pre-Arrival Supports and 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 from the Government of Canada.

Since January 2016 to the beginning of the new fiscal year (April 1, 2019), PASS has served over 942 IENs from around the world. In the last fiscal year between April 2019 – March 2020, 196 IENs joined PASS and accessed online resources.



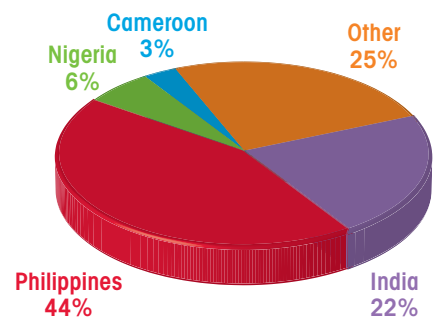
## IENTs participating in PASS have access to:

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

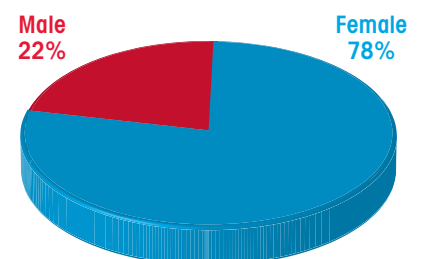
[www.pass4nurses.org](http://www.pass4nurses.org)

## Demographic Report April 2019 – March 2020

### Country



### Gender



# CARE Centre at Conferences

CARE Centre representatives presented and participated in several important conferences this year. Executive Director Ruth Lee, staff leads, and Case Managers

also had an exhibition booth to showcase CARE Centre's services. In May, Case Manager Maria Krumov hosted an exhibit at the Welcome Centre in Richmond Hill for their Training and Alternative Pathways Forum.



*Registered Nurses Association of Ontario President Angela Cooper-Brathwaite joined CARE Centre Case Manager Michelle Gordon, Professional Development Lead, Executive Director Ruth Lee, and PASS Program Assistant Bradley Desir to deliver a joint workshop and webinar on career planning to both STARS and PASS participants*

received many invitations to share their expertise on the international, national, and provincial stage.

At the end of April, Case Managers Junlex Doydora, Michelle Gordon and Maria Krumov delivered a poster presentation entitled "Measuring and Closing Human Resource Gaps" at the Hospice Palliative Care Ontario's 2019 Annual Conference. We

Nicholas Ghadiri, PASS Case Manager and Technology Lead attended the Conference Board of Canada's Immigration Summit (CBoC) in Ottawa in May 2019, and in July joined the Toronto Superdiversity Launch at Ryerson University.

In June, Ruth presented on "How a Non-Governmental Organization Makes Pre-Arrival Work - A Case for Successful Integration" showcasing our PASS program at the International Metropolis Conference 2019 in Ottawa. Also in June, Hamilton CaseManagerandObservational Job Shadowing Lead Lourdes Vicente represented CARE Centre at the Hamilton Immigration Partnership Council (HIPC) Newcomer Day.

August 7 and 8 Grace Felix, Case Manager at Peel Region and PASS Program Coordinator Meghan Wankel, represented CARE Centre at the Council of Agencies Serving South Asians, 8th Annual Health Equity Summit to network and promote CARE Centre's services.



# CARE Centre Outreach Activities

In October, Ruth presented on “The Panel on Foreign Credentials” at the Conference Board of Canada’s National Immigration Centre Fall meeting in Banff, Alberta.

Wankel facilitated at the Intercity Toronto Local Immigration Partnerships’ “Hire-Retain-Advance Internationally Trained Professionals” Forum.



*Executive Director Ruth Lee welcomes PASS member IEN Lin Lu with PASS Coordinator Meghan Wankel and PASS Assistant Bradley Desir*

Ruth Lee, Ruth Wojtiuk (Professional Practice Lead), Michelle Gordon (Case Manager and Professional Development Lead) and Meghan Wankel joined others to conduct a workshop, “Capitalizing on Employment Opportunities in Rural and Northern Communities for Internationally Educated Nurses - A Collaborative Model That Works” at the Pathways to Prosperity 2019 National Conference in Toronto, October 31 – November 1.

In November Ruth Lee and Meghan

Meghan Wankel led the implementation of a professional training day for 70 settlement and employment agencies at the Toronto West Local Immigration Partnership’s “Preparing Newcomers for Success in the Canadian Workplace” event on November 28 and Joanne Roth attended the Touchstone – Perspectives 2020 in January of 2020.

Prior to the COVID-19 shutdown, Client Services Coordinator Emmanuel Wilfred attended a February workshop on Cybersecurity & Business Continuity Planning – Building Resilience”. There were many smaller conferences at the community level that CARE Centre attended, taking every opportunity to spread the word about STARS and PASS programs and services.

In a special new development, CARE Centre launched a podcast series in 2019-2020 and will continue the conversation in future episodes. To date, three podcasts have been recorded. The first gave an overview of CARE Centre, the second explained the National Nursing Assessment Service (NNAS), and the third discussed the role of the College of Nurses of Ontario (CNO).

# Joan Lesmond IEN of the Year Awards



*Gwen Williams with her former CARE Centre case manager Norma Tomlin, now the Professional Practice Coordinator at WeRPN and Chair of the IEN of the Year Awards Committee  
CARE Centre Case Manager Natonlina Marius-Springer*

The IEN of the Year Awards are designed to highlight IENs' contributions to Ontario healthcare, and to recognize our employer partners who value workforce diversity and the global experience of IENs. The 2019 RN IEN of the Year winner was Gwendolyn Williams Brown, a nurse in the Coronary Care Unit at William Osler Health System's Brampton Civic Hospital. The 2019 RPN IEN of the Year award was presented to Belinda Quogana Lagria, Assistant Director of Care at Pioneer Elder Care in St. Catharines.

The Joan Lesmond IEN of the Year Awards will celebrate 10 years in 2021 as CARE Centre moves into its 20th year of service. The awards are named in honour of the late Dr. Joan Lesmond, a nursing leader who championed diversity and inclusion, who gave her blessing to the awards before she passed away in 2011. In the first three years one member IEN received the award, and in the fourth year the awards were expanded to celebrate one RPN and one RN-registered CARE Centre member.



*Belinda Lagria with CARE Centre Case Manager Lourdes Vicente and Executive Director Ruth Lee*

So far 15 nurses have received the award, RNs and RPNs who came to Canada from around the globe, representing countries of immigration prominent in CARE Centre's membership: the Philippines, India, Jamaica and Iran, along with Cameroon, Tanzania, Palestine, Peru and England. Our IENs of the Year work in long-term and community care, in hospital acute care and other disciplines, steadily advancing and excelling in their careers. IENs may self-nominate or be nominated by case managers, colleagues, or clients.



# Statement of Operations

## Financials 2019–2020

	2020	2019
<b>Revenue</b>		
Ministry of Training, Colleges and Universities	\$1,240,060	\$1,109,940
Immigration, Refugees and Citizenship Canada	270,000	264,064
Other Income (City of Toronto, Programs, Investment)	149,896	201,311
Investment (loss) income	(20,675)	
<b>Total</b>	<b>\$1,639,281</b>	<b>\$1,575,315</b>
<b>Expenses</b>		
Staffing Costs	\$1,186,280	\$1,126,239
Professional Fees and Contract Services	185,925	146,805
Occupancy	124,926	132,144
Operations	156,651	141,744
<b>Total</b>	<b>\$1,653,782</b>	<b>\$1,552,932</b>
<b>Deficiency of revenue over expenses</b>	<b>(\$14,501)</b>	<b>\$22,383</b>

Meghan Wankel, PASS  
Program Coordinator, Lenka  
Mikulova, Program Officer,  
Service Delivery, Planning  
for Canada, CARE Centre  
Executive Director Ruth  
Lee, Bradley Desir, PASS  
Program Assistant, Sylvie  
Moreau, Manager, Planning  
for Canada and PASS  
Technology Lead/Case  
Manager Nicholas Ghadiri



# Staff, Board Members and Partners

## 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:  
Aly Kassam  
Communications Specialist:  
Tina Novotny  
Bookkeeper: Grace Gatti  
Accountant: Elly Kass

## Case Managers

Ismail El Assaad  
Junlex Doydora  
Grace Felix  
Michelle Gordon  
Maria Krumov  
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

Yasmin Bhatia  
Ella Ferris  
Lesley Hirst  
Murray Krock  
Janet Kwansah  
Jean-Jacques Rousseau  
Harpreet Sachdev  
Elaine Santa Mina  
Phil Schalm  
Jaffer Sunderji  
John Vespa  
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

## 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  
Women's College Hospital  
Yee Hong Centre for Geriatric Care



member IEN Kurt Justin Abkila with his family



CARE Centre member IEN Amy Yap and her son Olyver



## 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.

### 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](http://www.canadahelps.org) to make a donation



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada