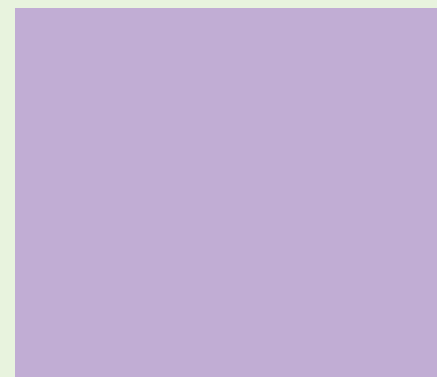
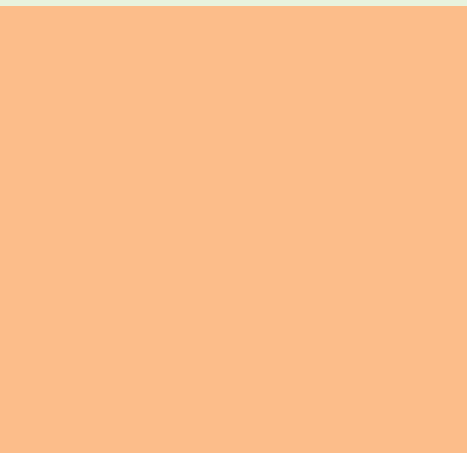




INTERNATIONALLY EDUCATED NURSES: ENHANCING ONTARIO HEALTH CARE

ANNUAL REPORT
2013-2014



CARE CENTRE FOR
INTERNATIONALLY
EDUCATED NURSES

Supporting Nurses Back into Practice

CARE CENTRE FOR IENs

ENHANCING ONTARIO HEALTH CARE

Annual Report 2013-2014

- 2 Celebrating Our Members' Achievement
- 4 Message from the Chair
- 6 Message from the Executive Director
- 7 About CARE Centre for IENs
- 8 Participant Profile April 2013—March 2014
- 11 CARE Centre Key Results April 2013—March 2014
- 13 CARE Centre Highlights 2013—2014
- 15 Program Updates 2013—2014
- 17 CARE Centre Strategic Plan 2014—2017
- 18 Financial Statements 2013—2014
- 19 Support CARE Centre and our Member IENs
- 20 Speeches 2013
- 23 Thanks and Acknowledgements



CARE Centre for Internationally Educated Nurses is a not-for-profit professional organization founded in 2001, with funding provided by the Ontario Government. Ontario receives support for some skills training programs from the Government of Canada. CARE Centre supports internationally educated nurses in updating their qualifications to meet Ontario entry to practice requirements for Registered Nurses and Registered Practical Nurses, obtain employment, advance in their careers, and contribute to health care excellence in Ontario.

CARE Centre achieves these goals through case management support, nursing-specific language training, exam preparation, mentoring and networking, and recognizing the unique skills, education and experience of internationally educated nurses. To learn more about CARE Centre and its work, or to make a donation (registered charity #84420 5948 RR0001), please visit www.care4nurses.org.

Pictured on cover, clockwise from top: CARE Centre member Angeline Peruelo, Weeneebayko Area Health Authority; Board Chair Amy Go and Ontario Chief Nursing Officer Dr. Debra Bournes; Member Services Coordinator Elva Massey; 2013 graduate Noreen Joyce Roscios; Kenneth Cruz, Oshawa Community Health Centre; Instructor Deborah LeBaron with members Tenzin Dechen and Helen Chandrasekaran

Left: Vince Joseph Lao gives the thumbs up to completing CARE Centre's bridging program



CARE Centre's 2013 Nursing Week Celebration of IENs who passed their registration exams.

CELEBRATING OUR MEMBERS' ACHIEVEMENT

MESSAGE FROM THE CHAIR



Amy Go
Chair, CARE Centre Board of Directors

This message comes from a place of both endings and beginnings. CARE Centre moved forward through 2013 after decreased funding necessitated new efficiencies and approaches to maintaining services across Southern Ontario and other parts of the province.

Over this past fiscal year we began working with a new Minister of Citizenship and Immigration, the Hon. Michael Coteau. Mr. Coteau brings the insight of his previous community work to understanding CARE Centre’s evolution from Ontario’s first bridge training program to a proactive centre of excellence in the settlement and health care arenas.

His colleagues in the Labour Market Integration Unit, the funding body to which CARE Centre reports, showed their continued confidence when CARE Centre received its three-year funding renewal under the executive directorship of Zubeida Ramji and dedicated staff working in six offices.

Together board and staff commenced on a series of consultation sessions to develop the new 2014 – 2017 Strategic Plan, soliciting input to ensure we were on the right track with stakeholders. Collaboration with the full range of our partners, including prominent national organizations such as the Conference Board of Canada, allows us to build on 13 years of achievement proving that the return on investment in IENs is worth it.

Not only is CARE Centre quantifying its recent and past efforts, it is also embarking on some bold new initiatives, harnessing the entrepreneurial talents of staff, board members and member IENs who volunteer their time while juggling many other responsibilities. As we welcomed spring 2014 several committees were well underway in planning the first Conference for Internationally Educated Nurses, taking place in late November 2014.

This gathering, “for IENs, by IENs”, will also bring together the wider nursing community and other supporters of IENs, to examine the many ways that IENs enhance Canadian health care and will contribute to its future. CARE Centre is aware that the need for in-home and community supports will grow in importance as the Canadian population ages,



Chair Amy Go congratulates Board Member and fellow member of CARE Centre’s founding committee Flordeliz Dandal, Executive Director of Kababayan Community Centre, for her long years of service.

which is why we are exploring a social enterprise home care agency that will match Ontario’s multi-cultural families with caregivers and nurses best suited to meet their needs.

In that undertaking and all others, CARE Centre has had the great fortune to be guided by a committed board of directors, and though we have to say good-bye to those whose terms are ending, we will benefit from the energy and acumen of four new members.

Just like one of CARE Centre’s founders, Flordeliz Dandal of Kababayan Community Services, who will remain as a volunteer advisor, I think that relationships will endure through the shared purpose of CARE Centre’s mission, vision and values. I look forward to serving in the role of Past Chair as the organization moves into a new era of service to IENs.



Top left: Members Sigi Paul, Rosmy Thomas and valedictorian Lea Mae Lico, join Board Member Ella Ferris, SVP and Chief Nursing Officer, St. Michael’s Hospital, Ontario Chief Nursing Officer Dr. Debra Bournes, CARE Centre Executive Director Zubeida Ramji and Board Chair Amy Go, Executive Director of Yee Hong Ho Lai Oi Wan Centre, Markham, at the 2013 Nursing Week Celebration.

Top right: (top) Jignesh Joshi, RPN, Central Clinics, **(bottom)** Ivana Freitas, Resident Services Manager, Chartwell

Bottom left: Executive Director Zubeida Ramji, Board Member Flor Dandal, Minister of Citizenship and Immigration the Hon. Michael Coteau and Board Chair Amy Go on April 17, 2013.

“ I have already recommended CARE Centre to two other internationally educated nurses. My case manager was very helpful and took really good care of me when I was in a difficult situation. She’s very supportive in all my endeavours and always there to lend a helping hand. Being a member of CARE Centre is one of the best decisions I ever made in my life. Thank you CARE! ”

MESSAGE FROM THE EXECUTIVE DIRECTOR



Zubeida Ramji
Executive Director, CARE Centre

CARE Centre transitioned from a challenging spring of 2013 through the extraordinary winter of 2014 to end our fiscal year with deepened experience. Faced with the aftermath of a 30 percent funding cut and more challenging regulatory changes affecting IENs, CARE Centre went above and beyond to support member IENs as they settled across the province, particularly in Southern Ontario in our principal areas of service. It is a measure of our staff's outstanding dedication and hard work that we continued to report solid results, often exceeding targets and expanding public awareness of IENs' many contributions to Canadian health care. Those efforts were recognized when we received our three-year funding renewal from the Ministry of Citizenship and Immigration and the Government of Canada, and we embarked on a new Strategic Plan that will allow us to grow our relationships, cultivate our exceptional staff, and celebrate and promote our member IENs. Throughout this time there were positive developments and more challenges to be met.

The College of Nurses of Ontario (CNO) increased demands on IENs in the application process, adding jurisprudence and clinical performance exams along with more stringent language and academic benchmark and equivalency requirements. CARE Centre continued to maintain relations with policy and decision-makers to increase awareness about the impact of system-level changes on IENs and programs that strive to support them at the "ground level". Health care and nursing leaders know that IENs are important to the evolving sector, and CARE Centre was pleased to be part of the May 6th 2013 announcement of the Nursing OrIENTATION Initiative from the Ministry of Health and Long-term Care, an extension of the New Graduate Guarantee program for domestically educated nurses. The Nursing Secretariat announced implementation on April 1st 2014.

CARE Centre also collaborated with settlement sector partners, presenting a panel of distinguished speakers for the #CdnImm series, a project of the Ontario Council of Agencies Serving Immigrants (OCASI). The panel discussed increased collaboration to improve access to professional

designation and employment outcomes for Independently Educated Health Professionals (IHEPS), and the supports IEHPs need to achieve registration in regulated fields or to transfer their skills to alternate careers. The Conference Board of Canada's Leaders' Roundtable on Immigration's work on return on investment from immigrants has provided a solid building block for CARE Centre to conceptualize its own research on the return from investments in IENs. Other settlement sector relationships were renewed and initiated through Local Immigration Partnerships in Toronto and through the regional locations to ensure that CARE Centre is staying apprised of the various contexts and is connected to community resources. CARE Centre has entered into new relationships with academic institutions and employers, expanding on our Observational Job Shadowing program and licensing our highly lauded Language and Communication for Nurses curriculum for delivery in a variety of settings. Hamilton Health Sciences, Bredin Centre for Learning, Consortium national de formation en santé (CNFS) and the Chinese Professional Association of Canada (CPAC) were some of the most invested partners we had the pleasure of working with the past fiscal year. CARE Centre members also benefitted from direct recruiting initiatives, and we would like to particularly recognize Carecor Health Services, pRN Staffing Solutions and Confederation College.

In November we presented the third annual CARE Centre Joan Lesmond IEN of the Year Award to our member Edsel Mutia, a deserving RN from North York General. The award committee is stewarded by board member Ella Ferris, a long-time champion of IENs in her leadership role at St. Michael's Hospital. We also thank Ella's fellow volunteer committee members, Dr. Pat Bradley of York University, Dr. Irmajean Bajnok, RNAO, Dianne Martin, RPNAO, CARE Centre friend Brenda Lewis, and past winners Ismail El-Asaad and Loy Asheri for their deep commitment to both the award and IENs.

In the coming year, we will continue to work on the challenge of looking for acceptable alternatives for our member IENs who need to access university-level nursing education for RN registration. Of course two of the biggest changes looming on the horizon for IENs are the National Nursing Assessment Service (NNAS), launching August 12, 2014, when the CNO will join 22 other nursing regulatory bodies across Canada in a national approach to the assessment of Registered Nurse and Registered Practical Nurse applicants in a secure online environment; and the coming adoption of the NCLEX exam on January 1st, 2015. CARE Centre will continue to (re) develop its programs and services to be responsive to needs of IENs as they confront these changes.

ABOUT CARE CENTRE FOR IENs

OUR VISION

CARE Centre will be recognized as a provincial and national leader in supporting IENs' pursuit of registration and integration into the Canadian workforce.

OUR MISSION

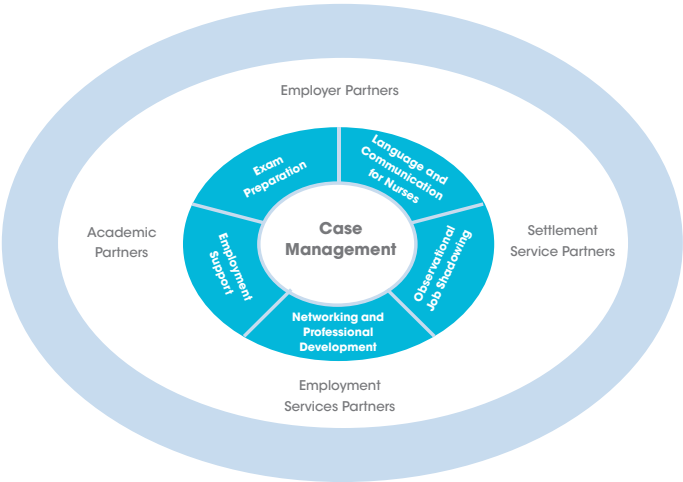
CARE Centre, a non-profit organization, provides internationally educated nurses with a continuum of service to support them to be successful. CARE Centre recognizes the value of nurses with diverse education and experience and is committed to advocating for their full contribution to Canada's labour market.

OUR VALUES

Respect, Honesty, Accountability, Professionalism, Confidentiality, Teamwork, Compassion.

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 in Ontario. CARE Centre provides programs and services centred on a case management model.

CARE CENTRE PROGRAM MODEL



CARE CENTRE LONG SERVICE HONOUREES



Service award recipients and CARE Centre Case Managers (from left) Lourdes Vicente, (with Executive Director Zubeida Ramji); Joanna Zhao; Norma Tomlin with member Tharany Sivakumars and London/Windsor Case Manager Anna Wilson with Chair Amy Go and Zubeida Ramji.

PARTICIPANT PROFILE

APRIL 2013 to
MARCH 2014

TOP COUNTRIES OF ORIGIN 2013-2014

- 1 PHILIPPINES / 43%
- 2 INDIA / 36%
- 3 NIGERIA / 4%
- 4 CHINA / 3%
- 5 UNITED STATES / 3%
- 6 PAKISTAN / 2%
- 7 JORDAN / 2%
- 8 UKRAINE / 2%
- 9 CANADA / 2%
- 10 CAMEROON / 1%
- 11 KENYA / 1%
- 12 POLAND / 1%

39% OF CARE CENTRE MEMBERS HAVE NURSED FOR MORE THAN SIX YEARS BEFORE ARRIVING IN CANADA

43% OF CARE CENTRE MEMBERS COME FROM THE PHILIPPINES



Watch a welcome video [here](#) from CARE Centre member Eleanor Nicolas in Tagalog

INDIA IS THE SECOND BIGGEST SOURCE COUNTRY FOR MEMBERS (36%): WATCH WELCOME VIDEOS IN HINDI, PUNJABI AND TAMIL [HERE](#)!



PUNJABI



HINDI



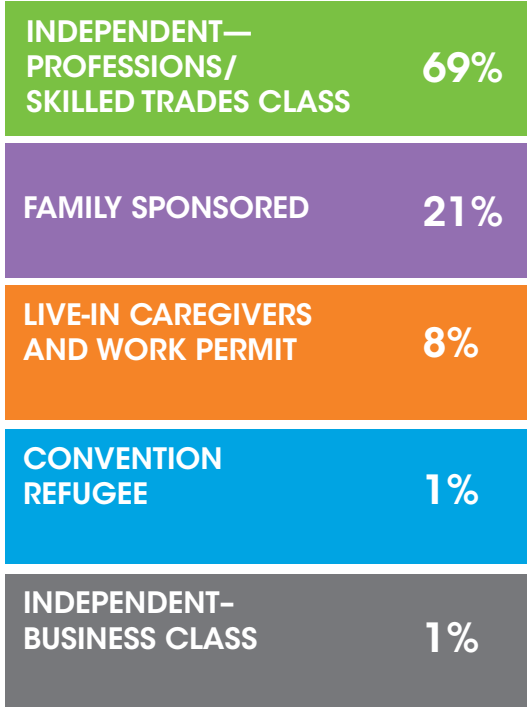
TAMIL

* Members Arundeeep Dhadwal (Punjabi), Chander Prabha Randhawa (Hindi) and Komathy Sivanesarajah (Tamil), provide three languages of 16 different greetings on CARE Centre's YouTube channel: <https://www.youtube.com/user/care4nurses/videos>.

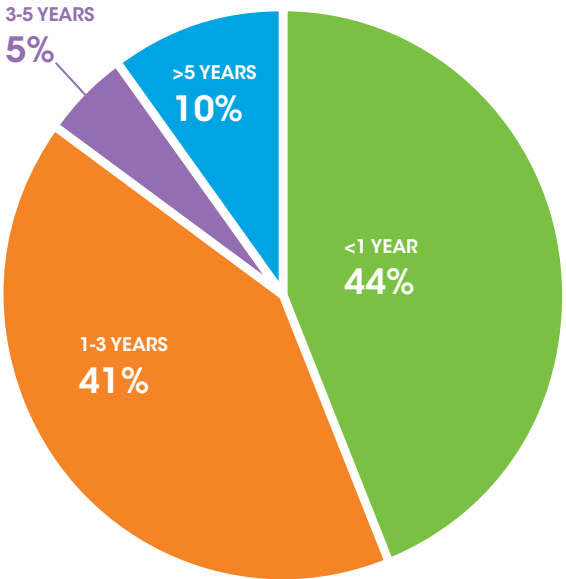
CARE CENTRE KEY RESULTS

APRIL 2013 to
MARCH 2014

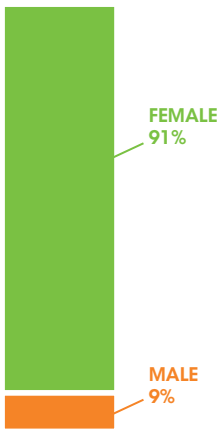
IMMIGRATION CLASSIFICATION 2013-2014



LENGTH OF TIME IN CANADA



GENDER



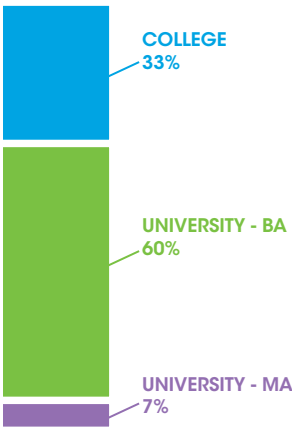
YEARS OF NURSING EXPERIENCE OUTSIDE OF CANADA



EMPLOYMENT STATUS 12 MONTHS AFTER OBTAINING REGISTRATION



LEVEL OF EDUCATION IN COUNTRY OF ORIGIN



67% OF CARE CENTRE MEMBERS HAVE UNIVERSITY-LEVEL EDUCATION AND 7% HAVE MASTERS DEGREES

APPLIED TO PROGRAMS AND SERVICES

A total of **260** IENs applied to programs and services, **132%** of this year's target of **197**

NEW MEMBERS ENROLLED

A total of **309** new members were enrolled - **172%** of the year's target of **180**

SUCCESSFULLY PASSED EXAMS

159 members passed the Canadian Registered Nurse Exam or the Canadian Practical Registered Nurses Exam - **109%** of this year's target of **146**

NURSES REGISTERED

91 nurses registered, or **76%** of this year's target of **120**

NURSES EMPLOYED

94 nurses gained employment within a year of becoming registered, **109%** of this year's target of **86**

“As an IEN trying to assimilate in the Canadian work setting, I found it relevant to participate in the OJS program. It was a wonderful experience for me. I have learned a lot. I was lucky to have been paired with my nurse mentor, which gave me the pleasant thought that one day I could also be like him. This inspires me to pursue my dream: to become a Canadian RN. Thank you CARE for giving me such an opportunity.”

CARE CENTRE LOCATIONS

CARE Centre's head office opened in Toronto in 2001. Additional offices were opened to serve wide catchment areas across Southern Ontario: Hamilton 2005; London 2007; Brampton 2010; Windsor 2011; Kingston 2012.

CARE Centre provides services to IENs throughout Halton, Peel and Niagara Regions, and in Kitchener-Waterloo and Windsor.



CARE Centre acknowledges our partners, supporters, board members and staff throughout Southern Ontario who are listed by name at the end of this report. Our success is their success and would not be possible without them.



The late Dr. Joan Lesmond
BSN, MSc, PhD

Joan Lesmond IEN of the Year Award Now Honouring Both a RPN and RN



Loy Asheri, RN
2011 Winner



Ismail El-Assaad, RN
2012 Winner



Edsel Mutia, RN
2013 winner

Honouring a nursing leader who championed IENs
Annually celebrating outstanding CARE Centre members
Nominate a RPN or RN – an award will be
presented for each designation

Visit www.care4nurses.org/ienaward for more
information and the full nomination kit.

CARE CENTRE HIGHLIGHTS 2013-2014

APRIL 17 | MEETING WITH MINISTER MICHAEL COTEAU

The Hon. Michael Coteau assumed the position of Minister of Citizenship and Immigration on February 11, 2013 and CARE Centre visited the Ministry offices to offer congratulations and to update Mr. Coteau about the organization's history as Ontario's first bridge training program for internationally educated professionals and more recent successes.

Executive Director Zubeida Ramji was joined by board members Flor Dandal of Kababayan Community Centre and board Chair Amy Go of Yee Hong Centre for Geriatric Care, two of CARE Centre's founders from the original steering committee, a great example of the loyalty and commitment the organization continues to instill in its members and friends.

MAY 6 | MINISTER OF HEALTH AND LONG-TERM CARE DEB MATTHEWS ANNOUNCES ORIENTATION INITIATIVE

The Hon. Deb Matthews held a press conference at St. Michael's Hospital and invited CARE Centre to be amongst other guests to mark the start of Nursing Week and to announce the OriEntation initiative, an expansion of the Nurse Graduate Guarantee program, launched in 2007 to assist newly registered nurses in landing their first job.

The government provides \$100 million in salary and benefit funding each year for health care organizations to hire new grads in a full-time orientation position for up to six months. IENs are now eligible to apply to positions that will lead to permanent jobs or transition pay. The Ministry plans to enhance the program by adding money for an additional 600 jobs to the average of 2,220 positions it funds each year. Information on the program can be found at www.nursescareerstart.health.gov.on.ca.

MAY 10 | TORONTO NURSING WEEK CELEBRATION AT THE RNAO CAREER EXPO

CARE Centre was pleased to partner with the Registered Nurses of Ontario's annual Career Expo to celebrate 216 member nurses who passed their registration exams over the last fiscal year. The Nursing Week event was held at the Hyatt Regency Hotel, and included keynote speeches from Chief Nursing Officer for the Province of Ontario, Dr. Debra Bournes, and Dianne Martin, Executive Director of the Registered Practical Nurses Association of Ontario. Please see excerpts from some of the speeches and links to videos beginning on [page 18](#).

The valedictorian was RPN Lea Mae Lico, who shared her journey as an IEN returning to practice in Ontario. CARE Centre also announced the call for nominations for the 2014 Joan Lesmond IEN of the Year Award to recognize an outstanding member IEN and honour the late nursing leader. The 2012 award-winner, Ismail El-Assaad, an RN at London Health Sciences Centre University Hospital, spoke about what

receiving the award meant to him, and encouraged attendees to spread the word to member IENs in practice for more than one year. More information including nomination kits for the current year are available on the website at www.care4nurses.org/ienaward.

JULY 10 | STAFF SERVICE AWARDS AND STRATEGIC PLANNING RETREAT WITH BOARD

After reorganizing CARE Centre due to a shortfall in funding, the organization took steps to create a new strategic plan for 2014 – 2017 including interviews with key informants in the nursing, academic and settlement communities and a staff and board retreat to brainstorm about future directions.

Facilitated by consultants Vicki Bales and Carolyn Acker, the gathering generated hosts of ideas as well as consensus on evolving CARE Centre through its 15th year of service. It was also an occasion to honour case managers Anna Wilson from the London office and Lourdes Vicente from head office with five-year service awards. Also recently honoured for five years of service were case managers Norma Tomlin from the Brampton office and Joanna Zhao from CARE Centre Toronto. Please see photos on [page 7](#).

OCTOBER 4 | RPNAO CONFERENCE POSTER PRESENTATION

CARE Centre case managers and RPNs Norma Tomlin and Lourdes Vicente attended the RPNAO 55th Annual AGM & Conference on October 4th and presented a poster showcasing the journey to registration of two member IENs, Ivana Freitas and Jignesh Joshi (pictured on [page 5](#)). Featuring photographs and recollections of their journey to registration and employment, from Serbia and India



IENs at CARE Centre's Nursing Week Celebration: Guest Cherryl Sevilla, members Jovita Ching, Melissa Gaspar, Donna Consolcion and Maria Cecilia Serquina.

PROGRAM UPDATES

2013-2014



The #CdnImm panel members included Nuzhat Jafri, Office of the Fairness Commissioner, Wayne Oake, Access Centre for Internationally Educated Health Professionals, HealthForceOntario, Surranna Sandy, Skills for Change, Ruth Wojtiuk, CARE Centre Professional Practice Lead, Christine Nielsen, The Canadian Society for Medical Laboratory Science, and Sylvie Beauvais, Canadian Immigrant Integration Program.

respectively, the poster also presented CARE Centre’s success story in statistical data such as 47% of members had employment in non-nursing jobs when they joined CARE Centre, and 76% found employment in nursing within 9 months of registration; 64% of members gained work as RPNs, illustrating the important relationship between CARE Centre and RPNAO. CARE Centre salutes the on-going support of Executive Director Dianne Martin. See her Nursing Week celebration speech on [page 22](#).

NOVEMBER 26 | #CDNIMM PANEL DISCUSSION WITH OCASI AT THE NORTH YORK PUBLIC LIBRARY

CARE Centre enjoyed a great opportunity to work with the Ontario Council of Agencies Serving Immigrants in co-presenting a panel discussion in the #CdnImm series. The series helps to promote connections, encourage further sharing of information, and expand the community of collaborators in order to enhance understanding of the sector and improve services.

CARE Centre invited fellow health care and settlement organizations, and the Office of the Fairness Commissioner, to share their experience and expertise in access to employment for internationally educated health professionals (IEHPs). There was discussion about regulatory and labour market trends, pre-arrival preparedness, post-arrival supports and transferring skills to alternate careers.

There were lots of questions from the large audience followed by networking with the prominent panel members. More info on upcoming events and archived video is available at <http://wiki.settlementatwork.org/wiki/CdnImm>.

NOVEMBER 28 | DIVERSITY WORKS CONFERENCE KINGSTON

Kingston Case Manager Iris Kennedy represented CARE Centre as presenting sponsor at the November Diversity Works Symposium for local job seekers and employers. Diversity Works brings together new immigrants, local businesses and community organizations to share knowledge, build contacts and promote the importance of Internationally Educated Professionals in the local economy.

CARE Centre partner Kingston General Hospital received the Employer of the Year Award for creating opportunities for immigrants, and showing a dedication to diversity and support for community efforts to welcome and integrate immigrants. Find out more at the Kingston Immigration Partnership’s (KIP) website at www.kipcouncil.ca.

NOVEMBER 29 | EDSSEL MUTIA WINS THE 2013 CARE CENTRE JOAN LESMOND IEN OF THE YEAR AWARD

CARE Centre for Internationally Educated Nurses was pleased to present the Joan Lesmond IEN of the Year Award to Registered Nurse Edsel Mutia at a special breakfast reception at North York General Hospital at the end of November. Mutia is currently a RN and Charge Nurse in the Critical Care Unit.

The award is named after the late nursing leader Dr. Joan Lesmond, who championed the cause of IEN education and integration. Thanks to President and CEO Dr. Tim Rutledge and the team at NYG for nominating Edsel and supporting the award and all IENs. Kim Brooks, currently Director of Regional Development for Bayshore Home Health, worked with Edsel 10 years ago in Saudi Arabia and was a surprise guest at the event (see photo and video link on [page 14](#)). See Edsel’s acceptance speech and video on [page 20](#).



Kim Brooks and Edsel Mutia. Kim talks about Edsel in a video here: http://youtu.be/hjj9ta_cnBQ

INFORMATION SESSIONS AND PROFESSIONAL DEVELOPMENT

In 2013-2014 the annual total of IENs attending information sessions was 553. 260 IENs met the eligibility criteria and applied to be in the CARE program or 132% of the set target. 309 decided to join and access the CARE Centre program and became members – this was 172% of the set target for the year.

CARE Centre’s intake process was refreshed to allow for more networking and professional development for incoming members. IENs who meet the membership eligibility criteria (CNO letter of assessment, CLBA 7 or equivalent and immigration status) are invited to complete a nursing readiness assessment and schedule a new members’ orientation session.

This group intake helps IENs meet other nurses and introduces them to CARE Centre’s programs and services. The new members also participate in a professional development session together that day, covering a range of topics. Some subjects have included Career Mapping, Diabetes Management, Where the Jobs Are: Your Nursing Future, and Skills Transfer in an Environment of Change. In addition, CPR and Wound Care (two parts) were offered in a more intense format. A total of 22 professional development sessions were held this past year, with 295 participants. In CARE Centre’s regional offices, case managers continue to meet individually with IENs or in smaller groups.

LANGUAGE AND COMMUNICATION FOR NURSES/ONLINE LEARNING

CARE Centre’s language and communications program was revised and customized in 2013-2014 to help IENs prepare for the IENCAP clinical examination with the Enhanced Communications Skills workshop. Of the 44 members who

participated and replied to a survey, 100% of respondents indicated they would refer a friend to this workshop.

The LCN program was additionally modified to shorter units and specific groupings to allow more IENs to undertake this specialized education. The program was updated for clients such as the Bredin Centre for Learning in Edmonton, Hamilton Health Sciences and the Chinese Professionals Association of Canada in Toronto for on-site delivery for the IENs they are supporting.

Some client comments received this past year include “This course is a big help for nurses who want to continue their career in Canada. I am not afraid of communicating with patients or team members now.”; “I think this is an important step to take, before doing any other nursing courses.”; “I felt more confident to do the OSCE.”

CARE Centre continued to encourage IENs to take the LCN Foundations online course for those who had not yet achieved CLBA 7 proficiency, and offered a range of digital offerings through the CoursePark Learning Network, including the WHMIS and Standard Precautions courses for completion by Observational Job Shadowing participants.

All CoursePark courses are recognized by the Canadian Nurses Association (as well as l’OIIQ in Quebec and the American Nurses Credentialing Center) for elective and mandatory Continuing Education requirements and an electronic certificate is issued on completion, which can also be added to the user’s lifelong learning portfolio.

EXAM PREPARATION AND REVIEW

CARE Centre’s signature program continues to undergo enhancements to reflect regulatory changes. The Exam Preparation and Review course is one of the most sought after services provided.

In-person offering continue to be provided in Toronto, Hamilton and London on a thrice yearly cycle. Members from other areas (Kingston & Windsor) are able to join by OTN, and members from Peel travelled either to Toronto or Hamilton to join classes. The course is also designed to familiarize IENs with Canadian nursing culture so they can practice applying their knowledge in the workplace.

The study guide is broken into 20 modules for succinct learning, reinforcing the important concepts and principles of the Canadian Registered Nurse Exam and Canadian Practical Nurse Registration Exam Competency Statements. The mock exam module is one of the most important for thorough preparation. Of 156 participants, some commented: “The instructor is very knowledgeable and reliable when it comes to discussion of the topics.”;



Case Manager Michelle Gordon with CARE Centre member Amelia Navida.

“The learning package is very helpful as it explains important topics to be reviewed and discusses the RN and RPN competencies separately.”; “The test-taking strategies and techniques are the most helpful in this course.” The total number of IENs/members who passed the national registration exam in 2013 – 2014 was 159 (or 109% of the set target). Of those, 45 were RNs, 114 were RPNs and 9 passed both the RN and RPN exams within this past fiscal year.

OBSERVATIONAL JOB SHADOWING

The overall annual total of IENs participating in Observational Job Shadowing (OJS) placements was 53 or 106% of the set target. The OJS placements are offered to members at any stage of their journey to registration, and members can enrol more than once.

The placements this past year occurred in hospital settings, long-term care homes, in the community through home visiting nursing agencies and in community health centres. CARE Centre welcomed additional employer participants this year for a total of 26 active partners.

We thank everyone who offers this important introduction to the Ontario health care workplace, and the expert nurses who offer such outstanding examples of professional practice. All of the expert nurses who provided feedback thought it was a valuable or extremely valuable experience for the IEN. The OJS participants returned comments such as “With this experience I can work now with confidence.”; “It is a medium of having a sense of belonging.”; “It helped boost my self-confidence and relearn the practices in the unit.”

EMPLOYMENT STRATEGIES FOR NURSES

In order to ensure we are effectively meeting the needs of our members in all regions, the format and delivery of the employment strategies workshops continue to be revised.

The sessions are being scheduled and delivered in a variety of combinations so that they are readily accessible to all members, but also in an attempt to see which delivery mode is best received.

There were a total of 100 participants in cohorts offered in Toronto, Hamilton and Peel. During this past fiscal year, a total of 94 IENs/members found nursing employment, 27 as RNs and 67 as RPNs, well exceeding targets.

“ CARE Centre gives you moral support; you really feel they have your back. If you have questions, they have answers. CARE Centre’s experienced professionals have so much knowledge. The clinical workshops really help. We’re all nurses, but practice can be quite different in other countries. ”



Ontario Minister of Health and Long-term Care Deb Matthews announces the OriENtation Initiative at St. Michael's Hospital with nurses attending the press conference.

Our Strategic Priorities

Increase Public Awareness of Contributions by IENs

Build on CARE Centre’s role in facilitating access to employment and in recognizing IENs’ contributions to nursing and healthcare in Canada.

Enhance Continuum of Service to Support the Success of IENs in Canada

Extend service delivery by adding supports in order to improve success in registration and employment; explore new program areas and sub-target groups.



Our Strategic Enablers



FINANCIAL STATEMENTS

2013-2014

STATEMENT OF OPERATIONS AND NET ASSETS

FOR THE YEAR ENDED MARCH 31, 2014

REVENUE	2014	2013
Ontario Ministry of Citizenship & Immigration	\$ 1,486,138	\$ 1,986,373
Services	196,526	169,344
City of Toronto	15,469	
Expense recoveries & rebates	16,955	16,735
Interest	11,521	13,775
Fundraising & donations	180	3,460

\$ 1,726,789 \$ 2,189,687

EXPENSES

Staffing costs	\$ 972,182	\$ 1,313,225
Professional fees & contract services	278,720	433,533
Occupancy	251,170	260,298
Resources & materials	53,134	96,795
Meetings, travel & training	38,259	50,108
Office & general	29,158	34,420
Outreach & promotion	39,316	32,215
Communications	29,459	27,087
Insurance	14,574	16,093
Office equipment & database	9,276	6,651

\$ 1,715,248 \$ 2,270,425

EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR

Excess of revenue over expenses for the year	\$ 11,541	(\$ 80,738)
Unrestricted net assets, beginning of year	317,263	398,001
Appropriation to reserve for operations		

UNRESTRICTED NET ASSETS, END OF YEAR \$ 328,804 \$ 317,263

STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31, 2013 & MARCH 31, 2014

ASSETS	2014	2013
Current assets		
Cash	\$ 148,597	\$ 46,809
Short-term investments	815,477	1,338,959
Accounts receivable	72,427	69,928
Prepaid expenses	26,609	11,224

\$ 1,063,110 \$ 1,466,920

LIABILITIES AND NET ASSETS

Current liabilities

Accounts payable & accrued liabilities	\$ 119,767	\$81,312
Government remittances payable	12,790	346
Deferred revenue	21,749	487,999

\$ 154,306 \$ 569,657

Net assets

Reserve for operations	\$ 580,000	\$ 580,000
Unrestricted net assets	328,804	317,263

\$ 908,804 \$ 897,263

\$ 1,063,110 \$ 1,466,920

Support CARE Centre and our Member IENs

CARE Centre is a registered charity

(#84420 5948 RR0001). Your donation can help us continue to provide affordable services to IENs so they can achieve their dream of nursing in Canada. IENs are future of nursing in Ontario and enhance the healthcare landscape in so many ways. Help CARE Centre help them on their journey to registration.



You can also give directly to CARE Centre's lending library, so our member nurses can study a range of materials to achieve exam success. There are so many ways you can support CARE Centre and its members. We are a CanadaHelps member charity:

[CLICK HERE TO DONATE NOW!](#)



Supporting Nurses Back into Practice



LEA MAE LICO

VALEDICTORIAN SPEECH
NURSING WEEK CELEBRATION
MAY 10, 2013

[TO WATCH SPEECH, CLICK HERE](#)

Information and guidance are the key elements that helped me in attaining my career goals as a new immigrant in Canada. During my first few months in Canada, it was a tough road for me, the same as the experiences of other internationally educated nurses.

We have to step outside of our comfort zone to survive. I did not have any clue at all on how to go about my registration with CNO. Thank God I met CARE.

CARE has given me ample information, not only related to licensure process but also continuing education, finances, financial supports, bursaries, seminars and workshops, language and communication courses. And of course, employment.

My case manager, Lourdes, who's sitting back there, gave me the guidance that I needed every step of the way. So thank you. I was also introduced to the Observational Job Shadowing program offered by CARE. I really believe that this program helps internationally educated nurses like me to get exposure to the Canadian health care system.

With all that said, I was able to get my registration as a registered practical nurse in less than a year. After three months of my registration, I surprisingly got several job interviews. So again, I met with Lourdes to help me practice, improve my interview skills.

And because of that, I was able to ace all my interviews and got multiple job offers at the same time. So thank you again. Now, I am working at two hospitals in Scarborough and Toronto. At Scarborough Hospital, as a cardiology nurse and also at Bridgepoint Active Health as a medical activation nurse.

So for all internationally educated nurses here, I encourage you to continue to fight for your dreams and never lose hope. To all the graduates, congratulations and to CARE, thank you for continuing to care for all of us.



DIANNE MARTIN
RPN, RN, BScN, MA

EXECUTIVE DIRECTOR, RPNAO
NURSING WEEK CELEBRATION
MAY 10, 2013

[TO WATCH SPEECH, CLICK HERE](#)

I'd like to extend you congratulations and the best wishes from RPNAO, the professional association for Registered Practice Nurses in Ontario. As you embark on your nursing careers, I want to thank you for the positive difference that you're going to make in the lives of people in Ontario every year.

Through CARE, and through a little bit of teaching at Humber College, I've come to understand the IEN a little differently or people who come from other cultural backgrounds.

I understand that sometimes you face some struggles in your pursuits of a job or an adjustment to your new job. It's occurred to me as I've met more of you and gained more understanding through CARE's guidance, that there are things you know that I don't.

I was born and grew up on a farm in rural Ontario and I've come to understand the cultural sensitivity that you bring to the role, the ability to speak different languages that a lot of us who were born and raised here don't speak. And the experience that you bring from your own countries!

So I just want to tell you that you should be very proud of the fact that you bring something extra to these roles, that the rest of us wish we did. And we'll rely on you from time to time with our own patients to help us resolve some of the issues that we might face.

For nursing week this year, RPNAO's theme was: Professional care inspired by the ones you love, Ontario's RPNs. We chose this theme in part because of its emphasis on the professionalism, that those of you who are RPNs bring to your role.

We also wanted to acknowledge that you are motivated by making a difference in the world. And so I thank you and say congratulations for everything that you do.



EDSEL MUTIA

CARE CENTRE JOAN LESMOND
IEN OF THE YEAR AWARD
NOVEMBER 28, 2013

[TO WATCH SPEECH, CLICK HERE](#)

Good morning ladies and gentlemen. What a blessed day. I am deeply honoured to receive and accept the Joan Lesmond Internationally Educated Nurses of the Year Award.

First of all, thank you to Almighty God for his guidance and wisdom. To my family, my wife, Tess, and my two kids, Nathan and Liam, for support and love. To my church, family, my Pastor Jim, Sister Alice, my brother and sisters in the church, for the spiritual guidance, thank you.

To the CARE for Nurses family: thank you and I am so proud and humbled to be recognized with this award. I started my journey with CARE in 2006. They help us CARE offered financial guidance, readiness assessment, bridging courses, exams and workplace shadowing.

Thank you so much, CARE. To my previous boss, my manager back in Saudi Arabia, it's a surprise. Thank you so much, Kim. It's been 10 years and now you're here, thank you so much.

To my NYGH family, for accepting and considering my application as well as sponsoring my temporary license.

Thank you so much. To my ICU family: Ms. Marina Bitton, our unit manager, unit coordinator, to Dr. Phil Shin, our ICU director, to Dr. Brian Katchan, to our educator and project educator, and all the ICU staff, thank you for all your support.

And most of all, to my co-nurses, co-workers and colleagues, my mentors and my nominators, who stood by me. I am blessed and honoured to work with wonderful people with whom I feel so very proud to be associated and I'm glad to call family.

This award means so much to me and to my family, in which I represent the Filipino community in Canada, in Toronto.

I will dedicate this award to my fellow countrymen in the Philippines. We all know that we suffered a lot with the recent calamities.

I hope it can give, to lift their spirits after what happened to our country. I will also share this award with my fellow nurses in this hospital.

Most especially to my ICU nurses, to our ICU nurses. Let's continue to stand tall in giving the best of care to our patients and families. Our job truly gives us a sense of purpose, which reminds us of the amazing impact that we have as a nurse.

Once again, thank you CARE, for giving me this beautiful morning, this wonderful award. I will continue to live up the standard of excellence I know this award stands for. Thank you very much and God bless us all.



Mehri Noori and her husband Mansour Ismaili celebrate her success. When CARE Centre helps IENs, we help families too!

Announcing the 1st Annual

Internationally Educated Nurses: Enhancing Canadian Healthcare



2014 CONFERENCE FOR IENs

North York Novotel, Toronto

Welcoming Reception: **Wednesday, November 26th**

Full-day Conference: **Thursday, November 27th**

Website and Registration:
www.care4nurses.org/cien

Attend this first conference “For IENs, By IENs” for Networking,
Professional Development and a Full Program of Insight and Learning

Join CARE Centre
members including
Conference Chair
Ahmad Baki, RN, Co-MC
Adela Belisario, RPN
and past CARE Centre
Joan Lesmond IEN of the
Year Award winners
Loy Asheri, RN,
Ismail El-Assaad, RN (Co-MC)
and **Edsel Mutia, RN**



Ahmad Baki, RN, Princess Margaret
Hospital, 2013 Gerald Kirsh
Humanitarian Award-winner



Adela Belisario, RPN, Baycrest 2013 Fela
and Saul Lichtblau Excellence in Caring
and Leadership Award-winner



Loy Asheri, RN,
Sunnybrook Health
Sciences Centre,
2011 Winner



Ismail El-Assaad, RN,
London Health
Sciences Centre,
2012 Winner



Edsel Mutia, RN,
North York
General Hospital,
2013 Winner

Presented in Partnership with:



THANKS AND ACKNOWLEDGEMENTS

*The Board and Staff thank the many individuals and organizations who
contributed to the work of CARE Centre over the past year.*

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Supporting Nurses Back into Practice

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