



ANNUAL REPORT 2021-2022

TABLE OF CONTENTS

3

About
CARE Centre

4

Message from the
Executive Director

5

Message from
the Chair of the
Board of Directors

6

Remembering
Michelle Gordon

7

Welcome &
Goodbye

8

STARS

10

Participant
Profile

11

Program Updates

12

IEN-SSEOP

13

Virtual Mentoring

14

Pre-Arrival
Supports &
Services

15

Conferences &
Outreach

17

Joan Lesmond
Awards

18

Statement of
Operations

19

Staff, Board
Members &
Partners

Cover: Rodolfo Lastimoso, Jignasa Merchant, Sujata Kumari, Monique Clark **Page 2:** Zyra Ann Boniel, Sharon Lau **Page 3:** Annette Ehigwere, Binsu Varghese, Grace and Gale Icoy **Page 6:** Michelle Tribute Michelle Gordon with Dimitrios Manolas, Nwamaka Nnaji and Aaron Antonio **Page 7:** Bessie Nasiopoulos, Jissmi Kurian, An Na Ke, Ganiat Animashaun, Grace Felix, Kesang Yuden Kurian, An Na Ke, Pragati, Diyaansh, and Nirbhay Makwana, Rola Moubadder **Page 8:** Lourdes Vicente and Belinda Largria, Natolina Marius Springer and Nthazana Ngutube; Virtual Mentoring participants: Julia Needham, Raveena Yin, John Patrocínio, Ezinne Ebini **Page 9:** Genesis Allen and Lourdes Vicente, Ismail El Assaad and Ruth Wojtiuk, Natolina Marius-Springer and Jackie Griffin-White **Page 12:** Ma. Krisen R. Talavera, Amanpreet Kaur, Claire El Shafei, Emmanuel Amah, Severino Dagondongn, Anna Liza Exconde, Czarina Anne Go, Eva Mae Damasín **Page 13:** Virtual Mentoring participants: Melvin Lapesigue and Nicholas Fox; Sukhmeet Bagri, Jesna Chempakassery Jesses, Rajwinder Kaur; Elizabeth Ross, Jane Roxas **Page 14:** Neeraj Joshi, Inderpreet Kaur, PASS : Meghan Wankel, Mehrzad (Nicholas) Ghadiri, Ruth Lee, Rola El Mobadder, Bradley Desir, Ruth Wojtiuk **Page 15:** Meghan Wankel and Valerie Wong **Page 17:** Joan Lesmond, Sangeeta Maharjan and Rodolfo Lastimoso **Page 18:** Achharpreet Kaur Chahal, Maria Consuelo Zayas, Cherry Chan **Back Cover:** Ruth Lee and Phil Schalm; CARE Centre staff and friends

www.care4nurses.org



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 with the service & support they need to be successful.

OUR VALUES

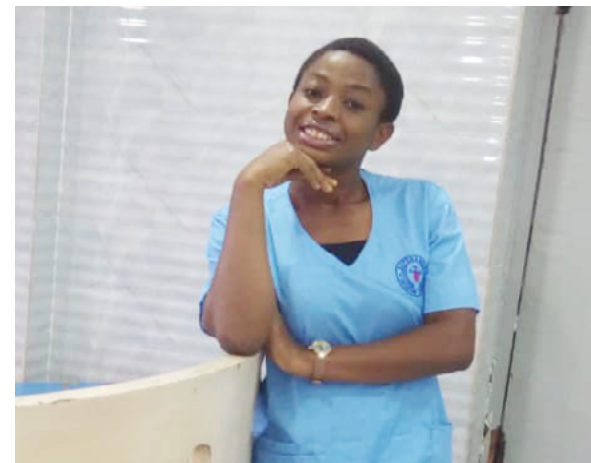
Respect, Teamwork, Accountability, Professionalism, Compassion, Diversity

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. We value each of our members and will strive to consistently maintain high standards of support services. CARE Centre has been funded by the Ontario government since 2001 to address a major gap in Ontario's healthcare human resources strategy. Nurses comprise the largest employee group in the sector and there are frequent, cyclical staffing shortages.

Prior to the creation of CARE Centre, IENs faced many challenges in returning to their profession, gaining employment, successfully integrating into the Ontario healthcare workplace, and excelling in their careers. CARE Centre has both assisted individual IENs in achieving registration and returning to active practice and effected systemic change.

In 2016, CARE Centre received funding from Immigration, Refugees and Citizenship Canada to create our Pre-Arrival Supports and Services (PASS) program. PASS helps pre-arrival IENs in their countries of residence who are planning immigration to any province or territory in Canada, offering supports and services designed to shorten the time that IENs spend from arrival in Canada to professional registration and employment.

In 2018 CARE Centre changed the name of its program for IENs resident in Ontario to STARS: Supports, Training, and Access to Regulated-employment Services. STARS 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.





Dr. Ruth Lee - Executive Director Executive Director's Letter

In 2021, CARE Centre celebrated our 20th anniversary despite the challenges of the COVID-19 pandemic. I'm so personally grateful to our staff, for their outstanding efforts to provide exceptional service to internationally educated nurses (IENs). All of our employees proved how flexible and adaptable they are, whatever the trials of working remotely. I'd also like to thank our board of directors for their astute guidance, especially out-going Chair Dr. Jean-Jacques Rousseau for his four years of strong leadership, and our new Chair, Mr. Phil Schalm, for his tremendous support.

All of our stakeholders have stood with us in these uncertain and unsettling times, and we thank our funders, our community of IEN educators and employers, and all related organizations, who are committed to IENs' full integration to our healthcare system. We want to recognize and thank the McLean Foundation who helped us mark our 20th anniversary year by donating free memberships to the first 100 clients who joined CARE Centre last year, helping new member IENs begin their journey to registration.

In February of 2022, the College of Nurses of Ontario announced that an historical number of IENs had become licensed in Ontario between 2020 and 2021, an increase of 46 percent, the highest number of newly registered IENs in any given year on record. As is also reflected in CARE Centre's membership, the top countries of origin for IENs remained India and the Philippines, which combined to make up more than 85 percent of new IEN CNO registrants.

To build on those impressive gains, CARE Centre will be moving forward with contributions from a newly formed Project Steering Committee, which began meeting in March of 2022. I'm excited to be working with this group of allied leaders, representing organizations from the regulatory body, the settlement sector, and nurse educators and employers. It's networks like these that helped us pioneer our

"Internationally Educated Nurses Self-Directed Supervised Evidence of Practice Experience" (IEN-SSEOPE). Read more details about the pilot elsewhere in this report.

We had so many associates participating in our 20th anniversary activities, including those who contributed to our series of monthly webinars on a range of topics. The recordings are on our website where you will find more content relating to our two decades of supporting IENs. We also celebrated the 10th anniversary of the Joan Lesmond IEN of the Year Awards in 2021. The awards were presented as part of our virtual graduation held over Zoom on September 16th. Because graduation was cancelled in the first year of the pandemic, this past year we recognized a double cohort of 184 RNs and 147 RPNs who completed the STARS program.

The last two years have been full of new directions and heartfelt loss for CARE Centre. In September of 2021 Joanne Roth retired as Program Manager after ten years of service. We thank Joanne for her extraordinary dedication to our community, and all the partnerships she nurtured and grew. Michelle Gordon, another staff member with ten years of service as a Case Manager and Professional Development Lead, accepted the Program Manager position, but it was not to be. Michelle Gordon passed away in January of 2022, which was devastating to us all. She was a truly exceptional individual and will never be forgotten. Please see her tribute on page 6.

The saying "The only thing constant is change" certainly describes developments for CARE Centre in the months between April 1, 2021, and the end of March 2022. To all our supporters, thank you for being there through difficult and demanding times; we look forward to creating even more opportunities for IENs as we head into our 21st year of service. To all of you who celebrated and contributed to our 20th anniversary and other achievements with us: our deepest appreciation, we couldn't have done it without you!



Mr. Phil Schalm - Chair

Message from the Chair

I take great pleasure in contributing to CARE Centre's annual report in my role as Chair. I have followed CARE Centre's activities since its inception 20 years ago and have always considered the organization to be the gold standard in bridging services. With Canada's nursing shortage, particularly acute in Ontario, CARE Centre is needed now more than ever. With everything CARE Centre has achieved in the second year of COVID, foremost in my mind is the remarkable commitment that Dr. Ruth Lee and her staff have shown in not just sustaining but actually expanding the organization's role and reach during the pandemic.

One of the year's biggest accomplishments was the launch of our program to assist internationally educated nurses (IENs) with regulatory requirements while giving them the opportunity to gain paid, on-the-job experience. CARE Centre inspired, defined, and provided leadership and focus for the "Internationally Educated Nurses Self-Directed Evidence of Practice Experience" (IEN-SSEOE). Over 100 IENs were able to take advantage of agreements reached between CARE Centre and employers to enable them to gain the necessary experience in Ontario required to qualify for registration.

This pilot was the basis for systemic change. The College of Nurses of Ontario (CNO) adopted the innovation, and the Government of Ontario announced the Supervised Practice Experience Partnership (SPEP), a collaboration between Ontario Health, the CNO and CNO-approved organizations, to broaden our template across the province. Additionally, at the end of March the Government of Ontario introduced the Plan to Stay Open, promising to make it easier and faster for foreign-credentialled health workers to begin practicing in Ontario by reducing barriers to registering with their regulatory colleges. This included eliminating requirements for Canadian work experience and signalling that IENs' applications to the CNO will be processed in a timelier manner so our member IENs can enter practice more efficiently.

Both the Government of Ontario and Immigration, Refugees and Citizenship Canada continue to support our STARS and PASS programs and we thank them for their confidence in CARE Centre and the Strategic Plan we developed for the years 2020-2023. A core pillar of our plan is to transform the organization by providing blended learning and service delivery by harnessing technology. That objective has been accelerated by COVID, and by the cooperation between our member IENs, staff and partners, as we all gained a comfort level with working and learning remotely.

In evaluating our programs, CARE Centre undertook a membership survey in 2021 and the results confirm that our case management model is highly prized by our member nurses. The majority of respondents ranked their interactions with their case managers in the 90th percentiles. The digitally remote contact was a necessity during COVID, but the survey shows that it's the talent of our staff that will allow us to reach even more newcomer nurses as we continue to employ technologies that benefit all.

As a national thought leader, CARE Centre will continue to call for systemic process improvements for IENs, who have traded their previous lives for the expectation of a better future in Canada. As Executive Director, Dr. Ruth Lee, and Professional Practice Lead, Ruth Wojtiuk, outline in their academic article with Longwoods Publishing's Nursing Leadership 34(4) December 2021: **Transition of Internationally Educated Nurses into Practice: What We Need to Do to Evolve as an Inclusive Profession over the Next Decade**, CARE Centre will continue to advocate and promote systemic change in IENs' path to registration in Ontario. Congratulations to them both and to the others involved with research for this very important treatise. It is essential reading. Click on the title to access this publication.

CARE Centre For Internationally Educated Nurses will continue to support individual IENs, case by case, and we will work with all stakeholders in pursuit of systemic improvements in IENs' training, registration and employment processes. We are prepared to lead and to follow, always keeping these goals for advancement in focus.



Remembering Michelle Gordon

The entire CARE Centre community mourns the loss of our staff member Michelle Gordon, who passed away on January 21, 2022. Michelle worked with CARE Centre for ten years as a case manager in Toronto and Kingston, supporting hundreds of IENs in their journeys to registration and employment. Michelle also served as Professional

Development Lead for the membership, organizing a multitude of workshops and presentations. More recently Michelle was promoted to Program Manager at CARE Centre, where she could share her love of education in a broader scope.

Michelle was a world traveller and taught English in Japan for a number of years. She held a Master and a Bachelor of Adult Education, as well as a Bachelor of Commerce. Michelle also lectured and facilitated Prior Learning Assessment and Recognition (PLAR) at various universities and colleges.

“ I have, and will have, her encouraging words on my mind to not give up on my goal of becoming an RN in Canada. I am very thankful for her advice, wisdom, and guidance, and especially for her service to all. ”
- Cilia

On LinkedIn Michelle described herself as “Coach, Cheerleader, Champion;” she was all those things and more. A client called her a “Destiny Helper.” She was surely that. Every one of us at CARE Centre will miss her empathy and humour, as well as the good-natured professionalism she so openly shared with others. She had such a positive impact on so many lives and will long be remembered for her unique gifts.

Michelle’s colleagues at CARE Centre collected photos and Nicholas Ghadiri created a moving video tribute to Michelle. You can watch it on our YouTube channel [here](#). CARE Centre for Internationally Educated Nurses is a registered charity (Charitable No. 84420 5948 RR0001). If you would like to donate to CARE Centre in Michelle’s memory, all donations over \$3 will receive an automatic tax receipt. Please consider an amount that will support CARE Centre in continuing Michelle’s work. Donate on the Canada-Helps website through [this link](#). If you give in Michelle’s honour, you can send an ecard to CARE Centre and add your own dedication. Thank you for commemorating Michelle.



Welcome & Goodbye:

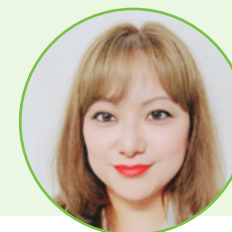
Staff Changes at CARE Centre

Our new Program Manager is CARE Centre member Rola El Moubadder. Following her nursing registration, Rola first worked with us delivering workshops, and later joined us as Case Manager and Quality and Informatics Lead. Rola previously held several prominent roles in the United Arab Emirates in education and nursing leadership before returning to Canada. We welcome the global expertise she brings to the role.

In early 2022 we welcomed five new case managers, four of them also CARE Centre members. Bessie Nasiopoulos, a member nurse who is a certified Chemotherapy RN, will work with members in the Greater Toronto Area (GTA). CARE Centre members Jismi Kurian and Joan Lesmond Award Winner An Na Ke will work together in Peel Region. Jismi is an RN who works at William Osler Health System. An Na is an RPN who worked in lead roles at the Yee Hong Centre for Geriatric Care. PASS and STARS member Ganiat Animashaun has RN experience in several areas and recently worked in Northern Ontario. Ganiat will support clients in both the GTA and Peel. Case Manager Donna Walsh, an RN certified in Safe Medication Practice, will serve members in the GTA and the Kingston catchment area.

We want to acknowledge the service of two other CARE Centre members who worked with us as case managers. Grace Felix, who served Peel Region clients, has joined WeRPN as a case manager. Nirbhay Makwana, who also worked in Peel, has returned to full-time nursing as he enjoys family life with his new son. We wish Grace and Nirbhay all the best.

We also said farewell to Kawsar Salehi, who worked with us in client services and is now assisting Afghanistan refugees, and we're pleased to have Kesang Yuden join our administrative team. CARE Centre is immensely grateful to Ellen Kass and Grace Gatti, our accountant and bookkeeper, for keeping our finances in excellent order since CARE Centre's beginnings. We wish Elly and Grace a wonderful retirement and new adventures, as we happily announce Diana Sciarra as our new accountant. We also welcome Lori Washington as our Digital Specialist.



STARS STARS Case Management

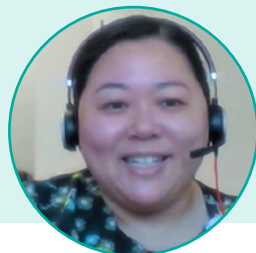
Supports, Training, & Access to Regulated-employment Services

CARE Centre's STARS program (Supports, Training, and Access to Regulated-employment Services) is centred around our case management model. This model has at its core, our unique one-to-one relationship between member IENs and their case manager. Internationally Educated Nurses (IENs) are matched with a case manager as soon as membership is confirmed.

Communication traditionally takes place in person at our locations across southern Ontario from Windsor to Kingston. CARE Centre also serves IENs in more remote locations using virtual technologies, which became the norm during COVID-19 disruptions. Along with Zoom or other video platform meetings, email updates and phone call check-ins are the current main points of contact between clients and case managers.

At the start of the intake process, case managers guide their clients through an in-depth Nursing Readiness Assessment. The results help clients and case managers develop a customized service plan to highlight an IEN's strengths and to create a timetable to address areas for development. This can include academic upgrading, skills advancement, specific College of Nurses of Ontario (CNO) registration requirements and subsequent employment goals.

CARE Centre is recognized as a leader in nursing-specific language training and offers all new clients a Communications Skills Assessment, a requirement of STARS membership. Case managers use the results to enhance IENs' custom service plans to improve overall language proficiency. Clients can take CARE Centre's CELBAN Orientation and Preparation course for extra advantage prior to exams.



STARS

STARS Signature Courses

Over two decades, CARE Centre has developed and refined signature programming for member IENs to help them meet the CNO's licensing conditions, to feel confidently "employment ready" and to excel in continuing education activities. During the COVID-19 pandemic, CARE Centre's courses moved to virtual delivery on our CANVAS learning platform, where we continue to deliver core language programs such as Effective Communication Strategies for Nurses (ECSN), and Nursing Communication Foundations (NCF).

In the last year, our pilot program, the IEN Self-Directed Supervised Evidence of Nursing Practice Experience (IEN-SSEOPE), offered IENs the opportunity to meet their final CNO registration requirements through a 400-hour preceptored clinical placement. Please read more about the initiative on page 12.

“Customer service from my first contact with CARE Centre until now has been excellent. My Case Manager is very insightful and tries to give me the best advice, ensuring I am on the right path to getting my RN license.”

- Online Survey Participant

CARE Centre also recently developed modules on Indigenous Health Care, which is an important area of knowledge for nurses. CARE Centre offers many kinds of professional development seminars including certificate workshops in clinical areas such as Wound Care, Nursing Documentation, IV Therapy, ECG Placement and Assessment, Oncology Care, Infection Control, and other important topics.

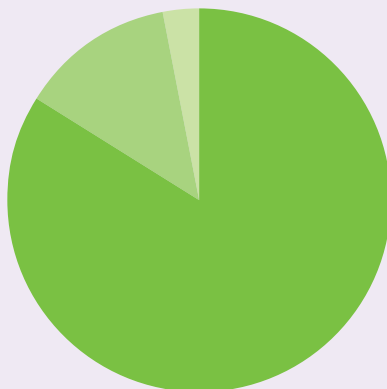
To help ensure the best outcomes for registration exams, CARE Centre's expert instructors deliver courses in Exam Preparation and Review for the Canadian Practical Nurse Registration Examination (CPNRE) for RPN candidates, and Internationally Educated Nurses Competency Assessment Program (IENCAP)/Objective Structured Clinical Examination (OSCE) Preparation for RN applicants.

Learn More About STARS Signature Courses



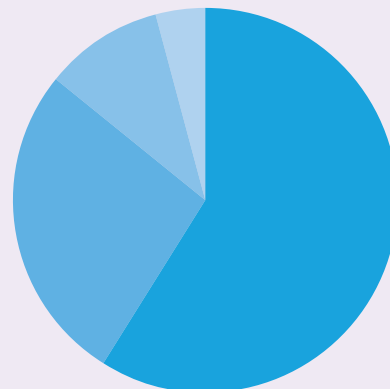
Participant Profile

Immigration STATUS



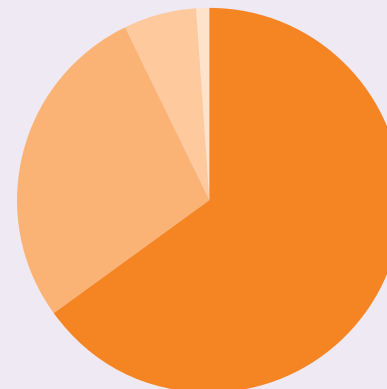
Permanent Resident: 84%
Canadian Citizen: 13%
Convention Refugee: 3%

Immigration CLASS



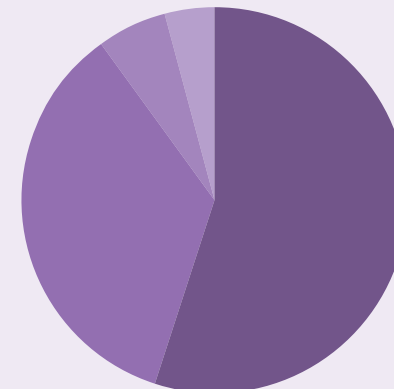
Independent/Professional Skilled: 59%
Family Sponsored: 27%
Caregiver: 10%
Convention Refugee: 4%

Level of Education in Country of Origin



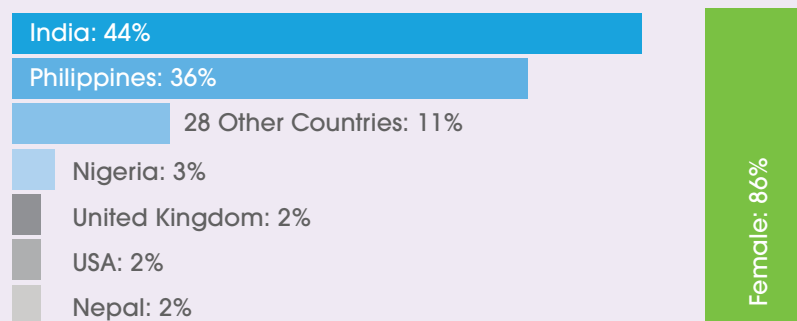
Bachelor Degree: 65%
College Diploma: 28%
Masters Degree: 6%
PhD: 1%

Length of Time in Canada

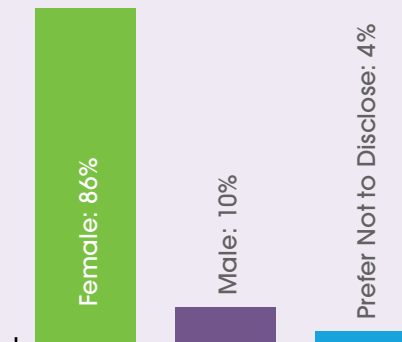


> 5 Years: 55%
3 - 4 Years: 35%
< 1 Year: 6%
1 - 2 Years: 4%

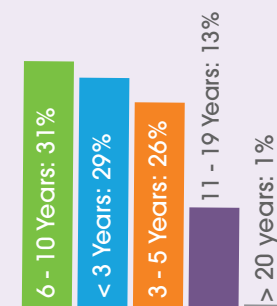
Country of Origin



Gender



Nursing Experience in Country of Origin



244

New members Enrolled

113

CARE Centre Members
Passed CNO Exam RN or RPN

180

CARE Centre Members
Registered CNO RN or RPN

111

CARE Centre Members Post
CNO RN or RPN Employment

Program Updates



EMPLOYMENT STRATEGIES:

114

One On One Employment Counselling Participants

3

Interview Preparation workshops with **17** Participants

15

Mock Interviews One on One



SPECIALIZED WORKSHOPS & PDs:

FREE

543 clients

Attended **31** workshops

PAID

101 clients

Attended **11** workshops



INFORMATION & ORIENTATION SESSIONS:

Applications

569 IENs

The start of IEN-SSEOPE in April of 2021 created very high interest in joining CARE Centre although some IENs did not yet meet membership criteria



OTHER WORKSHOPS:

329

Coursepark

262

Online Language Assessment

3

Nursing Communication Foundation



ONLINE COURSES:

14 clients

Attended **2** Online CPNRE courses

11 clients

Attended **2** CELBAN and Communication strategies courses

61 clients

Received Mentoring, Including VM

Learn More About CARE Centre Programs & Events



IEN-SSEOPE

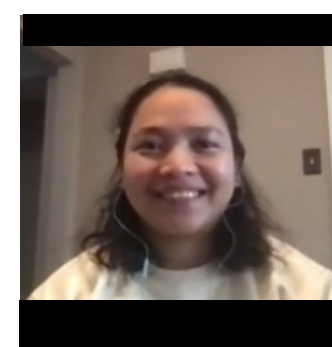
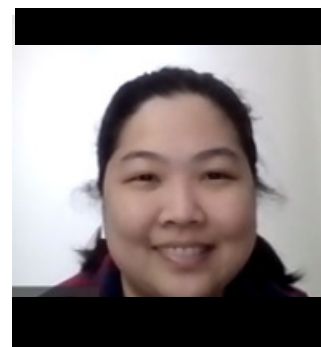
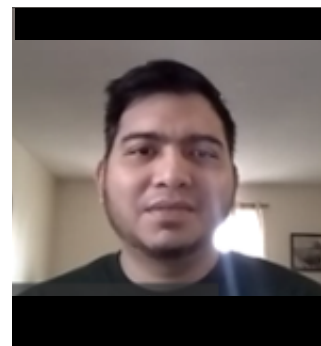
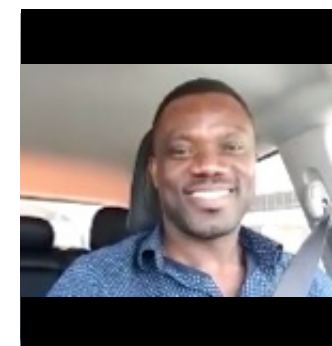
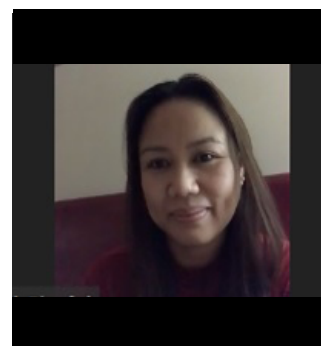
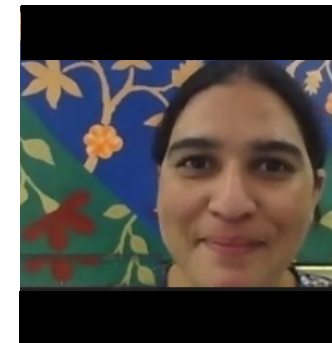
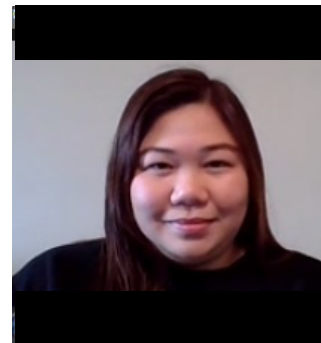
In direct response to the COVID-19 pandemic, its impact on the nursing workforce and the challenge it presented for IENs whose Evidence of Practice had expired to complete their accreditation journey and become registered, CARE Centre entered into extensive negotiations with the College of Nurses of Ontario (CNO) in the Spring of 2021. Following a successful demonstration pilot lead by Ruth Wojtiuk, Professional Practice Lead, with the University Health Network, the CNO authorized CARE Centre to initiate the IEN Self-Directed Supervised Evidence of Nursing Practice Experience (IEN-SSEOPE).

CARE Centre, in partnership with a variety of health care facilities (please see participant names on page 19) offered eligible participants the opportunity to apply existing nursing knowledge and expertise in a 400-hour preceptored clinical experience. This allowed member IENs to meet their final registration requirement. Participants utilized a process of reflective practice and critical inquiry to evaluate individual and team decision-making processes and actions. Participants assumed increasing autonomy and accountability in the provision of care for clients under the supervision of a preceptor. Participants created learning plans that focused on improved problem solving, holistic care, and evidence-based practice that met the unique and variable healthcare needs of diverse clients across the lifespan.

“ CARE Centre’s IEN SELF-DIRECTED
SUPERVISED EVIDENCE OF NURSING PRACTICE
EXPERIENCE (IEN-SSEOPE) Creates
Opportunity During COVID-19 ”

Following CARE Centre’s successful IEN-SSEOPE initiative, in January 2022 the CNO assumed responsibility and announced implementation of The Supervised Practice Experience Partnership program between the CNO, Ontario Health and CNO-approved organizations. By participating in the program, eligible applicants will have an opportunity to meet their evidence of practice and/or language proficiency requirements. CARE Centre is committed to supporting our clients who are participants of this program to ensure their success.

CARE Centre’s final IEN-SSEOPE cohort will conclude this experience in April 2022 with a total of more than 100 IENs having completed their registration journey.



Virtual Mentoring

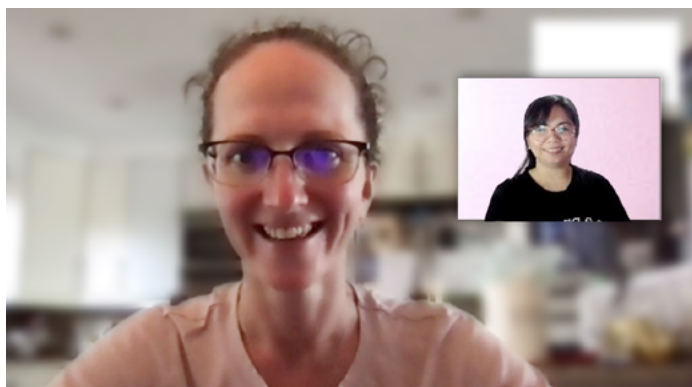
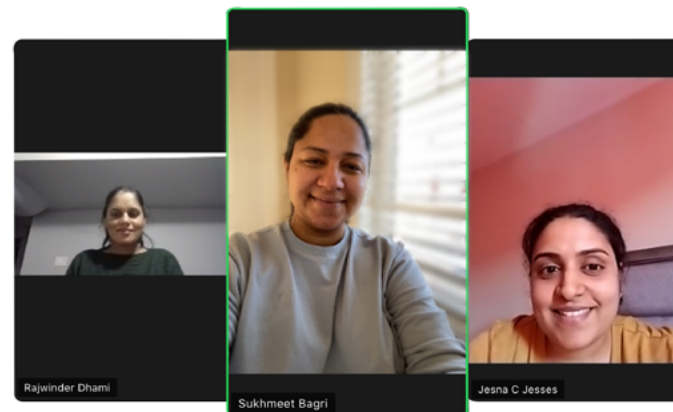
In the second year of the COVID-19 pandemic, our Virtual Mentoring (VM) program again successfully replaced Observational Job Shadowing (OJS). CARE Centre is grateful to all the Expert Nurses from OJS employer partners who contributed their time in three to four online meetings a month in one or two-hour sessions. These Expert Nurses have given back to the profession and supported our member IENs at a time when they themselves might be working frontline jobs.

The main role of the Expert Nurses is to familiarize member IENs with the College of Nurses of Ontario (CNO) professional practice guidelines and how to apply them in various healthcare settings. In their virtual interactions, the mentoring nurses are able to answer questions about scope of nursing practice and provide guidance on steps to take to be ready to land that first job.

“Virtual Mentoring Guides IENs through the Realities of Professional Practice”

New this year was the addition of our member IENs who participated in our IEN Self-Directed Evidence of Nursing Practice Experience (IEN-SSEOP) initiative. Beginning with founding partner University Health Network, additional employers came on board to offer a 400-hour clinical placement with a preceptor, allowing participating members to meet final registration requirements. Please read more about the pilot program on page 12.

With pandemic restrictions lifting, and the success of the IEN-SSEOP program, CARE Centre will return to in-person OJS placements with members shadowing expert nurses on the job through two or three shifts. CARE Centre salutes the many healthcare employers who have participated in mentoring opportunities over the years and welcomes aboard new employer participants. Virtual Mentoring and the IEN-SSEOP provide valuable exposure to the language and culture of the Canadian healthcare workplace. Member IENs who completed Virtual Mentoring with an Expert Nurse will be added to a priority list when OJS facility placements recommence.





Pre-Arrival Supports & Services

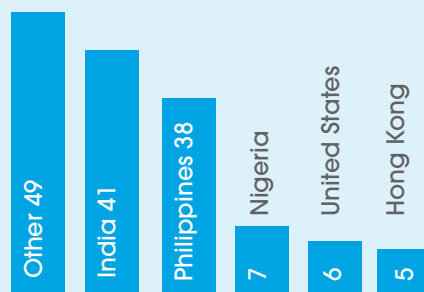
The Pre-Arrival Supports and Services (PASS) program helps IENs in their countries of residence who have permanent residence status and are planning immigration to Canada, offering supports and services to help IENs begin their nursing registration process as early as possible before arriving in their destination province or territory. The program also prepares PASS participants to be thoroughly informed about nursing in Canada and ready to gain Canadian nursing employment.

Since January 2016 to the end of the last fiscal year (March 31, 2021), PASS has served over 1220 IENs from 78 Countries. In the last fiscal year between April 2021 and March 2022, 146 IENs joined PASS and accessed online resources. India and the Philippines remain the two top source countries. Virtual case management continues to enhance the preparation experience for IENs ready for emigration.

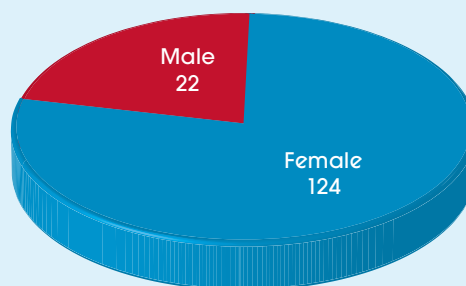
COVID-19 continued to delay PASS participants' arrivals in Canada at the beginning of the fiscal year, but immigration is accelerating, with more PASS members landing in destination provinces to re-establish their nursing careers. PASS has continued to increase the wide variety of webinars and information available to members pre-arrival, including two new modules on Indigenous Health.

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 proving Permanent Residency status from the Government of Canada.

COUNTRIES OF ORIGIN



DEMOGRAPHIC REPORT APRIL 2021-MARCH 2022



Learn More About PASS



PASS CLIENTS RECEIVE:

- 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
- Opportunities to connect with Canadian Nurses Association Expert Nurses

CARE Centre at Conferences & Outreach Activities

As most COVID-19 pandemic restrictions remained in place at the beginning of the fiscal year, CARE Centre's meetings and outreach activities moved ahead on virtual platforms such as Zoom. There were a substantial number of staff and member IEN trainings undertaken, usually in the form of webinars or Zoom presentations. At the beginning of 2022, some stakeholder engagement and staff and member workshops began to move to in-person gatherings.

Central to CARE Centre's outreach calendar were discussions with healthcare employers to on-board the IEN Self-Directed Supervised Evidence of Nursing Practice Experience (IEN-SSEOPE), and to expand virtual mentoring partnerships. CARE Centre met with a large number of employers to facilitate general information sessions and recruitment events to secure employment for our clients. These included Cornwall Community Hospital, Extendicare Kingston, Lake of the Woods District Hospital, London Health Sciences Centre, Michael Garron Hospital, the New Mummy Company, Roberta Place Long Term Care, Circle of Care Sinai Health, Spectrum Home Health Care, Sunnybrook Health Sciences Centre, Unity Health, University Health Network, VHA Home Healthcare, the Victorian Order of Nurses, West Park Healthcare Centre, and William Osler Health System.

CARE Centre outreach teams met with important nursing sector partners to provide information of challenges confronting IENs including the Canadian Nurses Association, the College of Nurses of Ontario (CNO), the National Nursing Assessment Service, Touchstone Institute, the Ontario Internationally Educated Nurses Course Consortium, the Registered Nurses Association of Ontario, WeRPN (Registered Practical Nurses Association of Ontario), the Association of New Brunswick Licensed Practical Nurses, the College and the Association of Registered Nurses of Alberta, and Alberta Health Services.

Over the last year we held progressive talks with our integral settlement and immigrant-supporting partners to keep them informed on the settlement needs of IENs: ACCES Employment Healthcare Connections Program, Catholic Social Services Links for Success Program, the Conference Board of Canada, Next Stop Canada, Pre-Arrival Services Program, North York Community House, Pathways2Prosperity, Toronto South Local Immigration Partnership, Toronto West Local Immigration Partnership, Woodgreen Community Services, Working Women Community Centre, and the YMCA of Greater Toronto.

CARE Centre collaborates closely with government including our funders, the Province of Ontario and Immigration, Refugees and Citizenship Canada. Per their invitation, we also met with various government departments and agencies to discuss member IEN recruitment. Meetings were held with Canadian Armed Forces, the Ontario Ministry of Long-Term Care (Bridging and Laddering Task Team), Nova Scotia's Department of Seniors and Long-term Care (with Health Association Nova Scotia).



CARE Centre at Conferences & Outreach Activities

Conference Presentations and Publications 2021 – 2022

Executive Director Ruth Lee, staff leads, and case managers presented and participated in a number of digitally hosted conferences over the past year, sharing their expertise with associates in the Greater Toronto Area, provincially in Ontario and on the Canadian stage. CARE Centre subject matter experts collaborated on various academic publications with international audiences. Highlights include:

Feb. 18, 2021, Toronto West Local Immigration Partnership

Employment Resource Connections Action Group

Meghan Wankel chaired professional development training titled Partnership Employability, COVID-19 and Beyond: Building a Path Forward

April 27-28, 2021: Partners in Education for Internationally Educated Nurses Virtual Conference (3 presentations):

Meghan Wankel presented on Attracting Pre- and Post-arrival Internationally Educated Nurses to employment opportunities in rural and northern communities.

Ruth Lee and Ruth Wojtiuk presented on Supporting Internationally Educated Nurses to Achieve Career Success through Educational Initiatives – showcasing CARE Centre's IENCAP/OSCE Program

Michelle Gordon, Lourdes Vicente and Christine Dubois-Cross, Recruiter, Human Resources Centre for Addiction and Mental Health (CAMH), presented on Integrating Internationally Educated Nurses into the Canadian workforce through Strategic Partnership and Collaboration with Employers

June 10, 2021: Canadian Immigrant Virtual Conference

Ruth Lee and Meghan Wankel presented on Supporting Internationally Educated Nurses' Transition into Professional Practice in the Canadian Healthcare System

June 25, 2021: Registered Nurses Association of Ontario Virtual Fair

Meghan Wankel presented on Supporting Internationally Educated Nurses' Transition into Professional Practice in the Canadian Healthcare System

September 29, 2021: Canadian Journal of Nursing Leadership

Partnership with Hamilton Health Sciences, McMaster University and Hamilton Centre for Civic Inclusion: Ruth Lee, Lesley Hirst et al published an article entitled Multiorganizational Partnerships: A Mechanism for Increasing the Employment of Internationally Educated Nurses.

January 5, 2022: Canadian Journal of Nursing Leadership

Executive Director Dr. Ruth Lee and Professional Practice Lead, Ruth Wojtiuk published Transition of Internationally Educated Nurses into Practice: What We Need to Do to Evolve as an Inclusive Profession over the Next Decade

March 10, 2022: Lanark/Renfrew Local Immigration Partnership Event

Meghan Wankel presented on Supporting Internationally Educated Nurses' Transition into Professional Practice in the Canadian Healthcare System

March 24 – 26, 2022 Metropolis 2022 in-person conference in Vancouver (2 presentations):

Collaborating for Success: Preparing Internationally Educated Nurses for Licensure and Employment in Canada: Meghan Wankel, Gayle Waxman, Executive Director, NNAS and Valerie Wong, Career Coach, Douglas College presented on Pan-Canadian Pre-arrival Supports for Internationally Educated Nurses

The Future of Nursing in Canada and the Role of Internationally Educated Nurses in the Canadian Healthcare System: Meghan Wankel and Michael Villeneuve, Chief Executive Officer, CNA presented on Pre-arrival Supports to Prepare Nurses for Licensure and Employment in Canada



Joan Lesmond IEN of the Year Awards

As part of CARE Centre's 20th Anniversary celebrations, the Joan Lesmond IEN of the Year Awards had its 10th anniversary presentation as part of a virtual graduation ceremony on September 16th. The Awards were established in 2011 to commemorate CARE Centre's 10th anniversary, and were named after the late Dr. Joan Lesmond, a champion of nursing diversity and inclusion. In 2014 the Awards were expanded with separate categories for RN and RPN nominees. Due to COVID-19, the Awards were suspended in 2020.

The 2021 Joan Lesmond IEN of the Year Award-winners were Sangeeta Maharjan, RN, and Rodolfo Lastimoso, RPN. Sangeeta came to Canada in 2015 from Nepal, with six years of acute care nursing experience. She currently works as a community health nurse with VHA Home HealthCare, where she won a Client Choice Award in 2020. "Sangeeta truly is an exceptional nurse who makes a meaningful difference in people's lives," said her nominators from VHA Home HealthCare.

Rodolfo came to Canada in 2011. In the Philippines Rodolfo taught nursing and worked as an RN, a Registered Physical Therapist and Registered Midwife. Rodolfo became an Ontario RPN in 2013 and in 2020 he completed York University's BScN RN Program for IENs. "Rodolfo distinguishes himself as an outstanding RPN, he constantly provides safe and compassionate care," said his Humber River Hospital nominator.

“ The award changed my life, my family,
my colleagues, as well as the management
at my workplace. -Loy Asheri, RN ”

PREVIOUS WINNERS

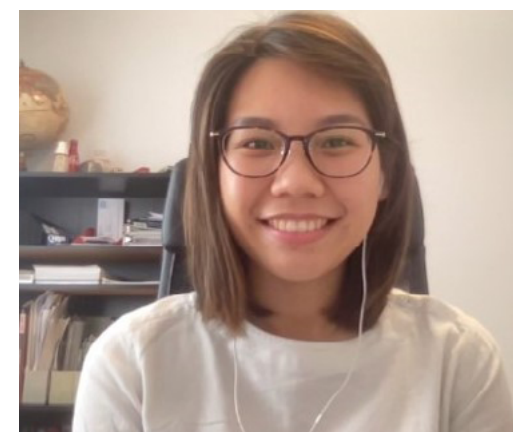
2019: Gwendolyn Williams, RN from Jamaica; Belinda Lagria, RPN from the Philippines
2018: Novlette Delisser-Francis, RN from Jamaica; An Na Ke, RPN from the Philippines
2017: Gaynor Quieros, RN from the U.K.; Derrick Ntungwe, RPN from Cameroon
2016: Kareen Tacderas, RN from the Philippines; Viral Pandya, RPN from India
2015: Rupali Krishna, RN from India; Alexis Lamsen, RPN from the Philippines
2014: Ahmad Jafarzadeh, RN from Iran; Adela Belisario, RPN from Peru
2013: Edsel Mutia, RN from the Philippines
2012: Ismail Assaad, RN from Palestine
2011: Loy Asheri, RN from Tanzania



Statement of Operations

Financials 2021-2022

| | 2022 | 2021 |
|---|--------------------|--------------------|
| Revenue | | |
| Ministry of Labour, Training and Skills Development | \$1,331,673 | \$1,150,000 |
| Immigration, Refugees and Citizenship Canada | 282,201 | 277,865 |
| City of Toronto | 21,063 | 935 |
| Services | 76,195 | 49,720 |
| Grants, Subsidies and Rebates | 4,500 | 37,449 |
| Investment Income | 27,665 | 193,161 |
| Total | \$1,743,297 | \$1,709,130 |
| Expenses | | |
| Staffing Costs | \$1,267,501 | \$1,104,616 |
| Professional Fees and Contract Services | 176,522 | 157,112 |
| Occupancy | 108,861 | 115,298 |
| Operations | 127,243 | 123,770 |
| Total | \$1,680,127 | \$1,500,796 |
| Excess of revenue over expenses | \$63,170 | \$ 208,334 |



Staff, Board Members & Partners

Management Team

Executive Director:

Dr. Ruth Lee

Program Manager:

Rola El Moubadder

Administrative/Human Resources Coordinator:

Corinne LeBlanc

Support Staff

Client Services & Data Management Coordinator:

Emmanuel Wilfred

Program and Membership Liaison Assistant:

Kesang Yudel

Professional Practice Lead:

Ruth Wojtiuk

Communications Specialist:

Tina Novotny

Digital Specialist:

Lori Washington

Language Specialist:

Cara Malla

STARS Case Managers

Ganiat Animashaun

Ismail El Assaad

Gilda Gomez, Client Engagement Lead

Jismi Kurian

Natolina Marius-Springer, Professional

Development Lead

Bessie Nasiopolous

Tamsheela Rashid, Social Media Lead

Lourdes Vicente, Mentoring Program Lead

Donna Walsh

PASS STAFF

Meghan Wankel, PASS Coordinator

Mehrzad (Nicholas) Ghadirii, Technology Lead/Case Manager

Bradley Desir, Program Assistant

Board of Directors

Phil Schalm (Chairperson)

Lesley Hirst (Vice Chair)

Dr. Jean-Jacques Rousseau (Past Chair)

Pamela Zabarylo (Treasurer)

Murray Krock (Secretary)

Ella Ferris

Dr. Elaine Santa Mina

(Joan Lesmond IEN of the Year

Awards Committee Chair)

Janet Kwansah

Harpreet Sachdev

John R. Vespa

Hameed Zahedi

Supports, Training, and Access to Regulated-employment Services (STARS)

Project Steering Committee Membership comprises of representation of the following sectors:

- Community/settlement organization
 - Kingston Employment & Youth Services
 - Immigrants Working Centre, Hamilton
 - Woodgreen/JobStart, Toronto
- Educational Institution
 - McMaster University
 - Sheridan College
 - University of Windsor
- Employer
 - Pioneer Elder Care, St Catharines
 - Unity Health Toronto
 - William Osler Health Systems
 - Yee Hong Centre for Geriatric Care
- Regulatory Body
 - College of Nurses of Ontario

Mentoring Program Partners

Access Alliance Multicultural Health & Community Services

Bayshore HealthCare

CarePartners

Cawthra Gardens

Centre for Addition and Mental Health (CAMH)

Kingston Health Sciences Centre

London Health Sciences Centre

Niagara Health System

Pioneer Elder Care

Registered Nurses Association of Ontario (RNAO)

Southlake Regional Health Centre

St. Joseph's Healthcare Hamilton

Unity Health Toronto

Sunnybrook Health Sciences Centre

The Hospital for Sick Children

Trillium Health Partners

Victorian Order of Nurses

Registered Practical Nurses Association of Ontario (WePRN)

Women's College Hospital

Yee Hong Centre for Geriatric Care

IEN-SSEOP Partners

Extendicare Kingston

London Health Sciences Centre

Quinte Health Care

Roberta Place Long Term Care

Sunnybrook Health Sciences Centre

Trillium Health Partners

Unity Health

University Health Network



Supporting Nurses Back into Practice

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

Kingston

c/o KEYS Job Centre
182 Sydenham Street
Kingston, ON
K7K 3M2
(416) 226-2800 ext. 225

Windsor

c/o WEST of Windsor
647 Ouellette Avenue
Windsor, ON
N9A 4J4
(519) 719-1793

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

Visit www.canadahelps.org to make a donation

info@care4nurses.org
www.care4nurses.org



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

