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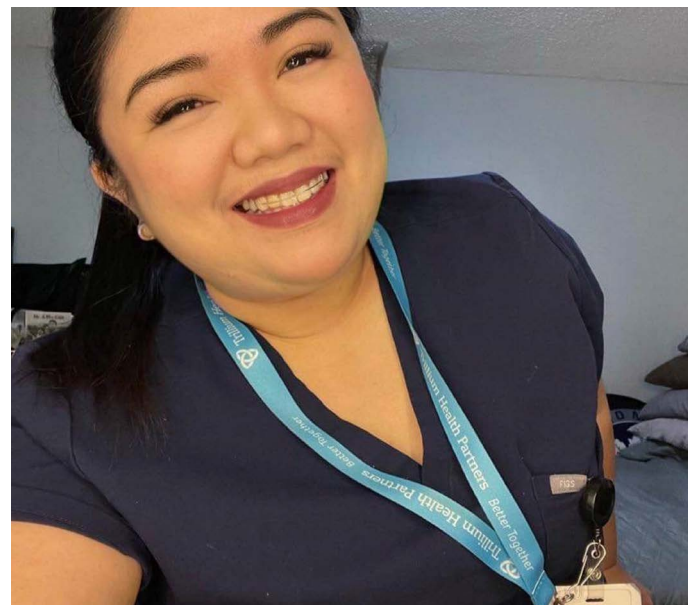
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www.care4nurses.org


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 and 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 affected 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 CARE Centre's past year of operation, 2022-2023, we marked three years of working through the COVID-19 pandemic, which continued to put extraordinary strain on the healthcare system across the province and the whole country. Nurses once again showed incredible fortitude on the frontlines, even as their ranks diminished with nurses retiring or leaving the profession due to personal choice or burnout. The past year was when we started to hear the phrase "nursing shortage" evolve into "nursing crisis", and it became clear that interventions were needed to bolster the ranks of both bedside nurses in our hospitals and long-term care, and nurses working in the community, in education, and in other sectors.

CARE Centre collaborated with nursing schools, healthcare employers, professional organizations, and regulators to address the nursing crisis by combining strategies and resources. Our relationship with these partners is so integral to our work in helping our Internationally Educated Nurse clients relaunch their careers in their new home in Canada.

With support from the College of Nurses of Ontario (CNO), CARE Centre's pilot program, the "Internationally Educated Nurses Self-Directed Evidence of Practice Experience" (IEN-SSEOPE), delivered in partnership with University Health Network in Toronto, was adopted by the CNO and Ontario Health as the Supervised Practice Experience Partnership (SPEP). It continues to offer the opportunity for IENs to meet requirements for language proficiency and currency of practice, while working at paid positions overseen by regulated health professionals. As of March 17, 2023, the CNO had registered over 1,500 nurses through the SPEP.

The CNO also accepted new ways for IENs to meet language proficiency, such as through workplace experience, as vouched by a regulated health professional, and promoted the option of Temporary

Licensing for our members and other newcomer nurses. In another breakthrough, the Government of Ontario promised to reimburse CNO nursing registration costs for expenses incurred between August 18, 2022, and March 31, 2024. These combined interventions are having the desired effect. The CNO stated that in 2022, 41 percent of nurses registering with the CNO were IENs, for a total of 5,125, more than double those newly registered in 2021 and triple the number in 2020. The number of additional IEN registrations also more than doubled in 2022, increasing from 785 to 1,834.

While all these advances were taking place in the wider nursing environment, CARE Centre staff continued to deliver our exceptional services to clients, so that they can benefit from all the positive changes. Our case managers also have responsibilities in professional development, mentoring and other areas of expertise, and through their hard work CARE Centre continues to offer a range of workshops and courses to our members, most often at no cost, and connects them to workplaces and expert nurses. I cannot thank our CARE Centre staff enough for their dedication and perseverance modifying services during the worst of the pandemic, and for their on-going determination to always do their best for our clients above and beyond any call of duty.

I am also personally grateful to the members of our Board of Directors and our Chair, Mr. Phil Schalm. These individuals, some of whom have been serving for many years, bring such a range of talent and expertise in governing the organization that CARE Centre would never have grown and thrived without the benefit of their generous gifts. As they steer us ahead in a new three-year Strategic Plan, I know that CARE Centre will secure more achievements for IENs, and I feel honoured to have the Board's trust in our staff, our work, and the success of our member IENs.



Mr. Phil Schalm - Chair

Message from the Chair

CARE Centre for Internationally Educated Nurses (CARE Centre) moved into the final year of its three-year Strategic Plan 2020 -- 2023, well-positioned to set important objectives for the next three years. Our two Strategic Priorities in the previous plan were: 1. Maintain an Organization with Financial Stability and Professionalism at its Core, and 2. Transform the Organization by Providing a Blended Learning and Flexible Service Delivery Model. Our last fiscal year spanned the third and fourth years of the COVID-19 pandemic, and our early action in Strategic Priority 2 was a key to our stable virtual support to our in-province clients and our clients who were in the process of immigrating to Canada. CARE Centre now is transitioning from virtual service delivery into a blended model. Its services are still conveniently available virtually, but also are available face to face -- to the great joy of many of our IEN members.

Throughout these challenging years, our CARE Centre staff have converted obstacles into opportunities, have solved problems with creativity and inventiveness, and have shown exemplary leadership in the profession. I have great respect for our Executive Director, Dr. Ruth Lee, and her colleagues, who make it all look easy!

Supported by a dedicated Board of Directors, and primarily driven by Dr. Lee and the whole team, CARE Centre has delivered the most respected and emulated services to IENs since the organization was founded in 2001. The ongoing participation and support of founding member organizations, the expanded reach throughout Ontario and across Canada, the continuing commitments from our funders, and, of course, the exceptional success that CARE Centre members achieve in the CNO Registration Examinations, are tangible proof of CARE Centre's expertise in growing and leveraging relationships in support of IENs.

Many employers are now directly recruiting IENs from CARE Centre through means such as our joint Meet the Employer webinars, job fairs, and on-site professional development. They not only engage job-ready IENs, but also bring other IENs into their organizations in non-regulated positions to support their journey to registration by gaining experience in healthcare settings. This was a growing trend even before the nursing shortage became a crisis. It is the kind of systemic change that CARE Centre has both supported and initiated.

CARE Centre continues to contribute through a variety of settlement and healthcare sector conferences presenting its expertise to regional, national and international audiences. CARE Centre staff both lead and support research endeavours and incorporation of emerging best practices that enable IENs to enter their profession in this new country efficiently and successfully.

As an example of Care Centre's reputation, in February 2023 CARE Centre was informed that four abstracts submitted by staff to the International Congress of Nurses (ICN) have been accepted for presentation at the ICN conference taking place in Montreal this July. That one small Ontario bridge-training organization is sharing its expertise with esteemed nursing colleagues from around the world -- not on just one topic, but four -- is yet another example of CARE Centre punching well above its weight.

Speaking for the Board of Directors as Chair, we congratulate Dr. Ruth Lee and her team for once again showing exceptional, forward-looking, generous leadership in the cause of IEN recognition and success.

Staff & Office Changes

CARE Centre welcomed four new case managers to the team in the last fiscal year: Cherry Chan, a CARE Centre member of both PASS and STARS, joined us to work as a part-time case manager, since she's also an RN with Sunnybrook Health Sciences Centre working in the Intensive Care Unit. Cherry is one of CARE Centre's big success stories, since she was able to jumpstart her registration process accessing services from PASS while still in Hong Kong. After receiving support from our STARS program, Cherry was able to achieve registration in just a few months. Cherry shares her story at conferences and in webinars to encourage IENs to take advantage of all the programs available from CARE Centre.

Case Manager Holly Best joined CARE Centre coming from one of our founding partner organizations, WoodGreen Community Services. Holly is a language and employment specialist who has lived and travelled in many countries. Tina Novotny, CARE Centre's communications specialist who has been with the organization for 12 years, who has also pursued her Teaching English as a Second Language certification, transitioned to case management as the maternity leave replacement for Natolina Marius-Springer. As many people know, Natolina is another CARE Centre member IEN, as is our case manager Bessie Nasiopoulos, who assumed Natolina's role as Professional Development Lead. Thank you Natolina and Bessie for all your hard work developing and delivering great workshops and courses.

CARE Centre said farewell to our part-time case manager and member IEN An Na Ke, who left the organization to focus on nursing full time in the long-term care sector where she has worked as an RPN for many years. An Na was our Joan Lesmond IEN of the Year Award-winner in 2018. Another CARE Centre member who became a case manager, Jismi Kurian, also returned to full-time nursing practice, and we thank her for her work serving our clients. We also wish the best to our case manager Donna Walsh, an RN who left CARE Centre to fully embrace retirement, now able to enjoy more time with family. We are grateful to Violeta Pluas, our File Management Clerk who did such a great job digitizing CARE Centre documents, for all her work over her contract year.

CARE Centre also saw several changes in where we deliver services over the last year. To serve clients in Peel Region we now share space in the offices of WeRPN, the Registered Practical Nurses Association of Ontario. Two former CARE Centre case managers now work for WeRPN, so it's great to see Norma Tomlin and Grace Felix in Mississauga. In Hamilton, Case Manager and Mentorship Program Lead Lourdes Vicente now sees clients at College Boreal and continues to see clients in St. Catharine's at our employer partner's premises, Pioneer Elder Care. The head office in Toronto opened new doors at Bloor and Sherbourne on the 19th floor of Postmedia Place starting in November. Please see the back page for all street addresses including our London office. Clients can also arrange to meet CARE Centre representatives in Kingston and Windsor at co-locations with community service partner organizations.



STARS

STARS Case Management

Supports, Training, & Access to Regulated-employment Services

CARE Centre's Supports, Training, and Access to Regulated employment Services STARS program 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. Many case managers are also CARE Centre member IENs, Canadian-educated nurses and others who have backgrounds in English-language acquisition and immigrant settlement support. Since the COVID-19 pandemic, meetings between case managers and their clients typically take place over Zoom, but in-person meetings can always be scheduled at our locations across southern Ontario from Windsor to Kingston. CARE Centre also serves IENs in more remote locations across the province using video platforms. Additionally, case managers stay in constant contact with members through email updates and phone call check-ins.

At the start of the intake process, case managers guide their clients through a Nursing Readiness Assessment (NRA), developed by CARE Centre to orient new members to the Canadian nursing context. The results help clients and case managers develop a customized service plan to highlight an IEN's strengths and to identify areas for improvement. This can include self-study, or academic upgrading. Once the College of Nurses of Ontario (CNO) moves forward with a client's application, they will identify gaps in nursing knowledge to be addressed. The applicant will receive a list of educational requirements, which they can address through wider bridging programs or through specific course selections now offered by various colleges and universities.

CARE Centre is recognized as a leader in nursing-specific language training and offers all new clients an iCELBAN Communications Skills Assessment, a requirement of STARS membership. The iCELBAN stands for the institutional Canadian English Language Benchmark Assessment for Nurses, which follows the approach of the official CELBAN testing model. If a member does not reach the CLB 7 ranking required for CARE Centre membership, we can offer individualized study and practice supports divided into the four skills of language assessment: Listening, Speaking, Reading, and Writing. Case managers use the iCELBAN results to enhance IENs' custom service plans to improve overall language proficiency. The iCELBAN is also a highly useful tool for IENs to refer to in preparing for nursing examinations, as communication is so integral to nursing in all areas of training, employment, and career success.





STARS Signature Programming

In its 22 years of service, CARE Centre has anticipated and responded to changes in the regulatory, educational and employment environment for nurses with specialized courses and workshops. These have been developed using the knowledge and experience of staff and expert nurses and other professionals from CARE Centre's community of supporters. Our signature programming includes online and in-person workshops and webinars on subjects for settlement support, such as accessing financial assistance and orientation to the nursing process in Canada. There is a range of workshops on core clinical competencies such as Wound Care, Nursing Documentation, IV Therapy, ECG Placement and Assessment, Oncology Care, Infection Control, and other important topics. One of our participants stated that:

"Thank you for hosting a dynamic and interactive webinar! I loved the breakout rooms, as I not only get to learn from you, but I can also practice what we've discussed, I'm able to exchange ideas and learn from my co-participants, and it gets livelier. Thank you CARE Centre for giving IENs this amazing opportunity!"

We also offer workshops focused on nursing communication skills, such as effective email writing, and communication with the inter-professional team. Other "soft skill" but equally important areas include dealing with challenging patients and their family members or preparing for a successful clinical placement. CARE Centre now offers training in Indigenous Health Care and has provided a workshop on Building Solidarity with Black Nurses to Overcome Systemic Racism. A participant attested:

"Thank you for hosting such an extraordinary webinar today. It wasn't just informative and educational; I always find the workshops exciting and interactive which is great, since as a participant, I get to benefit more rather than just being a passive listener."

CARE Centre's cornerstone programming also includes exam preparation, for the CNO's Jurisprudence Exam, or the RexPN (RPN) nursing registration exam. Our Internationally Educated Nurse Competency Assessment Program (IENCAP) Preparation Course for the OSCE (Objective Structured Clinical Examination) has been developed and refined for IENs to feel confident to take and pass this high-stakes, in-person nursing exam. Member IENs can also obtain additional exam preparation by taking Effective Communication Strategies for Nurses (ECSN), and Nursing Communication Foundations (NCF) courses online on our CANVAS learning platform. Another participant shared:

"One of the most important skills for a facilitator is to know the audience, students that might have extensive nursing experience and professional knowledge but have been out of nursing for various reasons. Encouraging and empowering participants should be a pivotal trait of the facilitator, and this workshop didn't disappoint me. Thank you!"

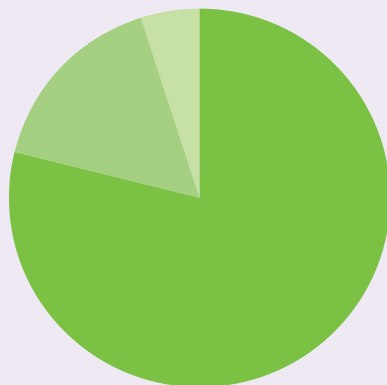
CARE Centre also has regular Meet the Employer webinars and employer job fairs for direct recruitment, as well as regional information sessions to invite nurses who immigrated to Ontario to consider other parts of Ontario other than the Greater Toronto Area to build their nursing careers. With the current nursing shortage there are many financial and other incentives IENs will want to learn about through CARE Centre's partnerships with employer groups.

Learn More About the STARS Program



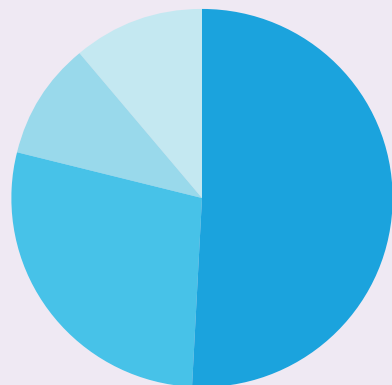
Participant Profile

Immigration Status



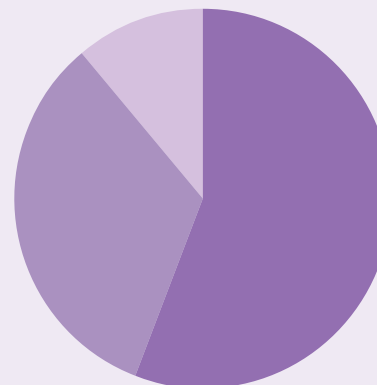
Permanent Resident: 79%
Canadian Citizen: 16%
Convention Refugee: 5%

Immigration Class



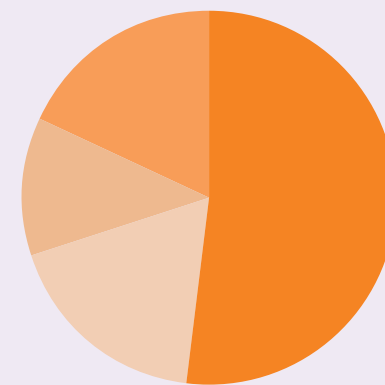
Independent/Professional Skilled: 51%
Family Sponsored: 28%
Caregiver: 10%
Convention Refugee: 11%

Level of Education in Country of Origin



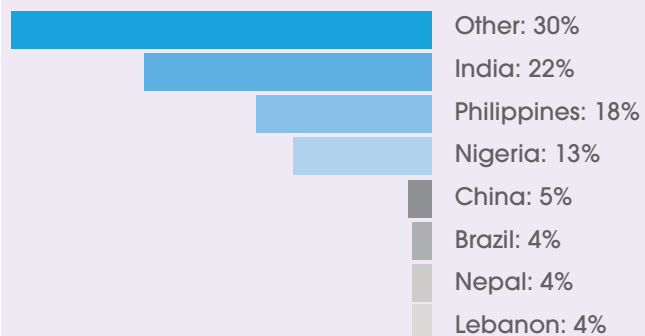
Bachelor Degree: 56%
College Diploma: 33%
Masters Degree: 11%
PhD: 0%

Length of Time in Canada



> 4 Years: 52%
2 - 4 Years: 18%
< 1 Year: 12%
1 - 2 Years: 18%

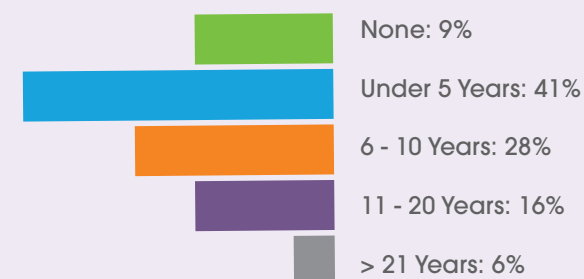
Country of Origin



Gender



Nursing Experience in Country of Origin



189

New members Enrolled

107

CARE Centre Members
Passed CNO Exam RN or RPN

186

CARE Centre Members
Registered CNO RN or RPN

182

CARE Centre Members Post
CNO RN or RPN Employment

Program Updates



EMPLOYMENT STRATEGIES:

129

One On One Employment Counselling Participants

86 clients

Received Mentoring, Including VM, OJS & SPEP



SPECIALIZED WORKSHOPS & PDs:

FREE

675 clients

Attended **40** workshops

PAID

80 clients

Attended **6** workshops



NEW MEMBER STATS:

238

New Applications

189

New Members

107

Members passed CNO RN RexPN Exams

186

CNO, RN, RPN Registrations

182

CNO, RN, RPN Employment



OTHER WORKSHOPS:

236

ICELBAN

262

Online Language Assessment

25

Nursing Communication Foundation



ONLINE COURSES:

210 clients

Attended **13** Online Employment Workshops

141 clients

Attended **10** Nursing Skills Workshops

137 clients

Attended **6** Registration & Exam Prep Workshops

149 clients

Attended **9** Language & Communication Skills Workshops

Learn More About CARE Centre Programs & Events



Mentorship Program: Observational Job Shadowing and Virtual Mentoring

In 2022 CARE Centre was able to once again offer in-person Observational Job Shadowing (OJS), while continuing with the Virtual Mentoring Program developed during the COVID-19 pandemic. We are so grateful to the returning Expert Nurses who continue to support our members in their workplaces and online, and the 22 formal employer partners who support CARE Centre and our members in offering valuable Canadian workplace experience and exposure. These employers offer mentoring in the Greater Toronto Area, Peel Region, Hamilton, Niagara, London, and Kingston, several of them since the program began.

From 2022-2023, 86 IENs participated in CARE Centre's Mentorship Program, which includes OJS, Virtual Mentoring and the Supervised Practice Experience Program (SPEP), piloted by CARE Centre and now administered by the CNO and Ontario Health. Of the total 86, 49 members completed mentorship assignments, while 37 were able to update their currency of practice and demonstrate language proficiency with SPEP. During an OJS placement a participant IEN will spend two or three shifts observing an Expert Nurse in a variety of practice settings: Emergency, Critical Care, Medical-Surgical, Child and Maternal Health, among others. For Virtual Mentoring, CARE Centre members meet with Expert Nurses in three to four online meetings a month in one or two-hour sessions, discussing areas of specialized practice. The SPEP program offers a minimum of 200 clinical hours to update currency of practice.

The main role of Expert Nurses working in these programs 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 either on-the-job or in virtual interactions, the mentoring nurses can answer questions about scope of nursing practice and provide guidance on steps to take to be ready to secure first nursing employment, or for licensed and working IENs, how to branch out into other areas of practice that are of interest.

Both OJS and Virtual Mentoring are helpful foundations for IENs wanting to participate in the CNO and Ontario Health's Supervised Practice Experience Partnership and beneficial to IENs pursuing Temporary Licensing, another regulatory development that is bringing more IENs into the Canadian healthcare workplace.



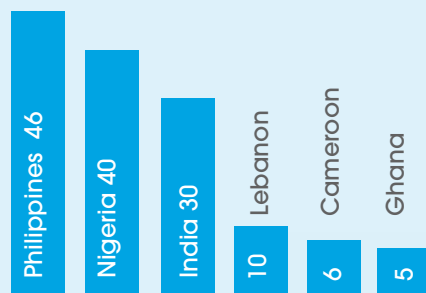


Pre-Arrival Supports & Services

The Pre-Arrival Supports and Services (PASS) program helps IENs in their countries of residence who have obtained Permanent Residence immigration 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. From January 2016 to the end of the last fiscal year (March 31, 2023), PASS has served over 1425 IENs from 90 Countries. In the last fiscal year between April 2022 and March 2023, 205 IENs joined PASS and accessed online resources. The Philippines, India and Nigeria remain the three top source countries, followed by the U.S., the U.K., Cameroon and Virtual case management continues to enhance the preparation experience for IENs ready for emigration. 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.

Between April 2022 & March 2023, 205 IENs joined PASS

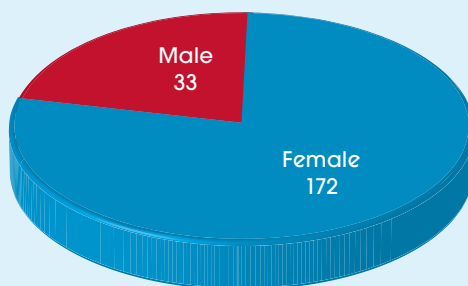
TOP COUNTRIES OF ORIGIN



Learn More About PASS



DEMOGRAPHIC REPORT APRIL 2022-MARCH 2023



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

Over the last year, CARE Centre staff have been pleased to attend many professional gatherings in person, as COVID-19 pandemic restrictions were relaxed or lifted. Toward the end of the fiscal year in February, CARE Centre learned that the International Congress of Nurses had accepted four of our abstracts for the conference in Montreal in July 2023. CARE Centre will be presenting with colleagues from across Canada for some of these submissions, and we look forward to sharing our collaboration and work on a world stage.

Throughout the last year CARE Centre continued to meet with stakeholder organizations in the nursing sector, including regulators, educators, employers, professional associations, and other nursing-interest groups. We were excited to see Dr. Leigh Chapman appointed Chief Nursing Officer of Canada in August of 2022, reviving the position and mandate, and are grateful of the on-going support of the Chief Nursing Officer of Ontario, Dr. Karima Velji, also appointed that month. Nurses are the largest group of regulated health professionals in Canada with more than 400,000 members. Through our PASS and STARS networks, CARE Centre is active across the country in conferences and meetings to promote IENs' value and inclusion.

In Ontario, we meet regularly with vital 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 Registered Nurses Association of Ontario, and WeRPN (Registered Practical Nurses Association of Ontario). We have also met with provincial and regional nursing bodies to find new ways to collaborate and to support IENs settling across the country.

Our well-established relationships with health care employers are crucial to the success of our member IENs, and we continued discussions on our cooperation around the Supervised Practice Experience Partnership (SPEP), administered by the CNO and Ontario Health, along with the evolution of Temporary Licensing.

Employers have conducted Meet the Employer webinars as well as direct recruiting session with CARE Centre more regularly, and we look forward to even more opportunities for our member IENs to secure gainful positions and prosper in the healthcare workplace. We thank our employer partners who pay CARE Centre membership fees for their IENs who join us. Of course, our long-standing and new to the program Observational Job Shadowing and Virtual Mentoring partners and their expert nurses are true champions of IENs. There are too many engaged and proactive employer partners to list here, please refer to our website for more information.

Naturally, CARE Centre continues to partner with many organizations in the immigration and settlement sector. There has been ongoing participation throughout the last fiscal year with the Toronto West Local Immigration Partnership, the Simcoe Local Immigration Partnership's Health Steering Committee, the Pre-Arrival Service Provider Organization collective and the Pre-Arrival Community Partners' Committee (CPC) Online Working Group.



CARE Centre at Conferences & Outreach Activities

Executive Director Ruth Lee, staff leads, and case managers presented and participated in several conferences over the past year, sharing their expertise as IEN subject matter experts. Those listed below are some of the highlights.

April 6, 2022: Global Talent Alliance: Meghan Wankel conducted a Webinar titled Career Opportunities for Non-Licensed Health Professionals and Regulated Nurses in Canada

April 6, 2022: OMNI TV Focus Cantonese interviewed Ruth Lee to discuss Challenges and Opportunities for IENs during COVID.

April 11, 2022: Dzifa Dordunoo, Canadian Nurses Association (CNA) Principal Investigator, invited Ruth, as one of 10 stakeholders across Canada, to serve on the advisory committee for a CNA lead study investigating racism and discrimination in nursing and to explore the impacts of the pandemic on the nursing workforce. This advisor's role is to provide guidance and direction to help inform the research process.

May 11, 2022: Rola El Moubadder and Ruth Lee did a live podcast for the Arab community on "How to be a registered nurse in Canada for the newcomer and what are the requirements" through their "Ask the Expert" live episode.

May 24-26, 2022: Participation in Virtual Canadian Immigration Summit YMCA Pre-Arrival Services and IRCC

June 3, 2022: Canadian Immigrant Web Conference for Nursing and Health Care Professionals Ruth Lee and Meghan Wankel, Program Coordinator, Pre-Arrival Supports and Services (PASS), presented on "Career Pathway for Internationally Educated Nurses (IENs) Strategies for Success".

June 6-7, 2022: National Health Leadership Conference Ruth Wojtiuk, with Dr. Alex Harris and Joy Navaroj, Trillium Health Partners and Dr. Charissa Cordon, Hamilton Health Sciences, presented on the topic "Untapped Potential: Building Coalitions to Accelerate Solutions for Internationally Educated Nurse (IEN) Workplace Integration" with Rola El Moubadder attending.



July 14, 2022: Council of Agencies Serving South Asians (CASSA) 11th Annual Health Equity Summit. Bessie Nasiopoulos, Case Manager and Professional Development Lead chaired a breakout session at the Summit: Focusing on Shifting and Sharing Power: Community Engagement for Reducing Health Inequities.

July 15, 2022: Canadian Academy of Health Sciences (CAHS). Ruth Lee was invited and took part in stakeholder engagement consultation and health human resources assessment hosted by the CAHS. represented CARE Centre at the Fairs.

CARE Centre at Conferences & Outreach Activities



August 25-26, 2022: Community Health & Information Fairs North York. The North York Health Partners (NYTHP) in alliance with Flemington Community Health Centre (FHC) organized two Community Health & Information Fairs. Nicholas Ghadiri, Case Manager and Technology Lead and Bessie Nasiopoulos, Case Manager and Professional Development Lead represented CARE Centre at the Fairs.

September 22, 2022: Participation in the Removing Barriers to Employment for Internationally Educated Healthcare Professionals (IEHPs) Session

November 16, 2022: Pathway to Prosperity Conference in Ottawa. Nicholas Ghadiri, Case Manager and Technology Lead of PASS Program presented "How social media and technology pave the way for non-traditional service delivery".

November 29, 2022: Simcoe County Local Immigration Partnership. Rola El Moubadder Program Manager, presented at the Employer Breakfast - Health and Human Services sector consultation event hosted by the Simcoe County Local Immigration Partnership to 25 healthcare employers in Orillia on "Employment best practices for Internationally Educated Nurses."

December 2, 2022: 10th Annual Sunnybrook Education Conference. Ruth Lee acted as one of four panelists in a virtual panel discussion on the topic of "Supporting the Internationally Educated Learner".

February 9, 2023: Participation in Toronto West Local Immigration Partnership Event: Addressing Staffing Challenges in the Current Labour Market.

March 2023: 25 Years of Conversation on Migration: Our legacy, Our Future, Metropolis Conference, Ottawa

March 16-18, 2023: 25 Years of Conversation on Migration: Our Legacy, Our Future, Metropolis Conference, Ottawa.





Joan Lesmond IEN of the Year Awards

The Joan Lesmond IEN of the Year Awards returned to in-person presentations in 2022, while still following strict COVID-19 protocols at the hosting hospitals. The Awards were established in 2011 to commemorate the late Dr. Joan Lesmond, a champion of nursing diversity and inclusion and a great friend to CARE Centre. In

2014 the Awards were expanded with separate categories for RN and RPN winners. To date, CARE Centre has honoured 17 member IENs with the Award.

The 2022 RN IEN of the Year was Amina Malik, a Clinical Nurse Educator in the Ambulatory and Cancer Care Program at North York General Hospital. The RPN winner was Luciana Lima Dias da Cruz, an Emergency Department nurse at Mackenzie Health's Cortellucci Vaughan Hospital.

Malik, originally from Pakistan, has completed a master's in advanced nursing degree, and she currently sits on the Steering Committee of the Ismaili Nurses Alliance, mentoring newcomer nurses from the Ismaili community.

"IENs and all nurses should never forget the difference they make in the lives of so many people," says Malik. "CARE Centre understands all the barriers IENs must overcome, and they gave me such incredible support in my own journey to registration. I also want to thank North York General Hospital and my other employers who gave me the opportunity to re-establish and advance in my nursing career."

Since her nomination as an RPN, Luciana has earned and is working under her RN license with Mackenzie Health. To assist other IENs, Luciana founded a large Facebook network and e-publication for health professionals in her home country of Brazil, and new immigrants to Canada.

"I was drawn to Canada's cultural diversity and quality of life, but as a newcomer IEN, I faced many struggles," said Lima Dias da Cruz. "I am so thankful for the support systems that helped me succeed in my nursing journey, including CARE Centre and my employer Mackenzie Health. I am proud of my accomplishments and being able to continue my passion for nursing."

The 2023 winners of the Joan Lesmond IEN of the Year Awards will be selected in the fall, with workplace presentations to follow.



[LEARN ABOUT PREVIOUS WINNERS](#)

Statement of Operations

Financials 2022-2023

	2023	2022
Revenue		
Ministry of Labour, Training and Skills Development	\$1,556,664	\$1,331,673
Immigration, Refugees and Citizenship Canada	287,493	282,201
City of Toronto	15,750	21,063
Services	49,378	76,195
Grants, Subsidies and Rebates	2,000	4,500
Investment Income	(100,837)	27,665
Total	\$1,810,448	\$1,743,297
Expenses		
Staffing Costs	\$1,419,753	\$1,267,501
Professional Fees and Contract Services	151,415	176,522
Occupancy	103,865	108,861
Operations	178,471	127,243
Total	\$1,853,504	\$1,680,127
Excess of Revenue over Expenses	\$(43,056)	\$ 63,170



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Program Manager:

Rola El Moubadder

Administrative/Human Resources Coordinator:

Corinne LeBlanc

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Client Services & Data Management Coordinator:

Emmanuel Wilfred

Program and Membership Liaison Assistant:

Kesang Yudel

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Lori Washington

Language Specialist:

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Advisory Committee

Community Organizations

Immigrants Working Centre

JobStart

Kingston Employment and Youth Services

Employers

Pioneer Elder Care Inc.

Unity Health Toronto

William Osler Health System

Yee Hong Centre for Geriatric Care

Academic Institutions

Sheridan College

McMaster University

University of Windsor

Regulatory Body

College of Nurses of Ontario

Employer Mentoring Partners

Access Alliance Community Health Centre

Bayshore Home Health

CarePartners

Centre for Addiction and Mental Health (CAMH)

Kingston Health Sciences Centre (KHSC)

London Health Sciences Centre (LHSC)

Niagara Health System (NHS)

North York General Hospital

Pioneer Elder Care Inc.

Southlake Regional Health Centre

St. Joseph's Hospital – Hamilton

Sunnybrook Health Sciences Center (SBHS)

-St. Johns Rehab

-Holland Centre

-Sunnybrook Hospital

The Hospital for Sick Children

Unity Health Toronto

-St. Michaels Hospital

-St. Joseph Health Centre

-Providence Healthcare

Victorian Order of Nurses (VON)

Women's College Hospital

Yee Hong Centre for Geriatric Care

Association Mentoring Partners

Registered Nurses Association of Ontario

WeRPN Registered Practical Nurses Association of Ontario



Supporting Nurses Back into Practice

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CARE Centre is a registered charity (Charitable Number 84420 5948 RR0001)
Visit www.canadahelps.org to make a donation

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Immigration, Refugees
and Citizenship Canada

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