



# ***IENs: NURSING ONTARIO, TODAY AND TOMORROW***

Annual Report 2012-2013

**CARE** CENTRE FOR  
INTERNATIONALLY  
EDUCATED NURSES

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Supporting Nurses Back into Practice

# CARE Centre for IENs

## Nursing Ontario, Today and Tomorrow

### Annual Report 2012-2013

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Members on cover (L-R): Adela Belisario, Rosmy Thomas, Mercy Omokhua, Ismail El-Assaad, Rachel Bernardes and Minister of Health and Long-term Care, the Hon. Deb Matthews

**Above:** Halima Khatun and Michael Frank provide welcoming smiles at the Toronto office reception desk

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 standards for Registered Nurses and Registered Practical Nurses, obtain employment, advance in their careers, and contribute to health care excellence in Ontario.

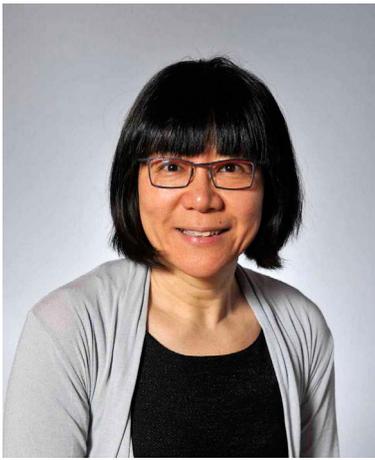
CARE Centre achieves these goals through case management support, nursing-specific language training, exam preparation, mentoring and networking, and recognizing the unique skills, education and experience of internationally educated nurses. To learn more about CARE Centre and its work, or to make a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

# CELEBRATING

## OUR MEMBERS' ACHIEVEMENT



*GTA members attending CARE Centre's Award Celebration, May 2012*



## Message from the **CHAIR**



### Amy Go

*Chair, CARE Centre  
Board of Directors*

I am writing this message from a unique vantage point: as a member of the founding steering committee that created CARE Centre in 2001 a dozen years ago, I have been extremely proud to witness its transformation from a research study to a pilot project to a Toronto-based bridge training program to a multi-site, non-profit organization and fully registered charity.

With the guidance of the board of directors and support of staff members, CARE Centre identified a need, both individual and systemic, to address the terrible waste of a huge resource in the healthcare labour pool, namely, the thousands of internationally educated nurses who had come to Canada but were thwarted in their dream to become registered to practice in Ontario.

Our mission was to take the failure rate for unprepared IENs sitting their exams and invert it, to a success rate of fully qualified and well integrated RNs and RPNs ready to care for Ontarians in all nursing environments.

From the initial work of CARE Centre's founding organizations, Kababayan Community Services, St. Michael's Hospital, WoodGreen Community Services and Yee Hong Centre for Geriatric Care (with the active counsel of the College of Nurses of Ontario), the seed money from the Maytree Foundation, and the twelve-year financial support and confidence of the Ontario Government, CARE Centre has consistently met and exceeded its yearly targets and goals.

Since 2005 CARE Centre expanded to Hamilton, London, Brampton, Windsor and Kingston, also serving Kitchener-Waterloo, Niagara and Halton Regions, to create a local presence in communities that were preferred destinations for immigrant professionals and their families. Just like nurses on the frontlines of healthcare, CARE Centre was there as a first-responder, providing a customized program of interventions for IENs that would quickly guide them to exam success.

Across the board, settlement and nursing organizations recognized CARE Centre for its vision and leadership in securing positive futures for IENs in Ontario and in other parts of Canada.

We needed to call on all of our friends and stakeholders at the start of 2013, when CARE Centre faced a 30 percent funding cut from the Ontario Ministry of Citizenship and Immigration. CARE Centre experienced serious impacts from the funding shortfall, losing a quarter of its staff and being forced to case-manage across vast geographic areas.

At a time when Ontario is seeking to attract skilled professionals to its towns and cities all over the province, and when the current government is promoting an immigration strategy promising to enhance supports to professional-class immigrants, we must highlight our leadership position and exceptional outcomes.

Those results, those human success stories, are made possible by CARE Centre's experienced case managers and other dedicated staff members, led by Executive Director Zubeida Ramji. Together with a board of directors that still includes founding committee members, they continue to demonstrate organizational excellence year after year.

This annual report is a showcase of that achievement, in the fiscal year reported, and over a twelve-year record, from the first, and the best, bridge training program for the internationally educated nurses that are the future of healthcare in Ontario.



*Executive Director Zubeida Ramji, member Aisha Ansari  
and Chair Amy Go*



**Above:** Members Gwendolyn Williams, Beretta Fervon and Sarita Katz Rosental celebrate passing their registration exams during Nursing Week 2012



Exam Preparation and Review Instructor Linda Lewis



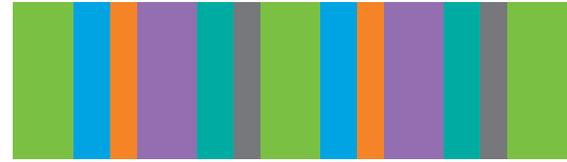
Member Estella Labrador and guest

**Below:** Peel Case Manager Norma Tomlin shares a laugh with member An-Na Ke and guest and member Ramonita Balaba





## Message from the **EXECUTIVE DIRECTOR**



### **Zubeida Ramji**

*Executive Director,  
CARE Centre*

The fiscal year 2012-2013 was a period of triumph and also of challenge. CARE Centre supported a record number of IENs in their journey to registration, with 346 new members joining CARE Centre and 215 IENs completing their bridge training to become registered with the College of Nurses of Ontario. At any time there are about 2,000 IENs working with CARE Centre case managers across our six offices in the Windsor to Kingston corridor. CARE Centre is grateful to all our partners in the various communities, from the academic, healthcare and settlement sectors: we could not do our work without their expertise and inspiration.

We were involved with several significant projects with partner organizations in 2012-2013, such as the Hamilton Health Science Centre's IEN/ESL Nurse Integration Program and the OHA/NHSRU's series of workshops for employers of IENs, following the launch of their website with resources to facilitate IEN integration. We worked with community organizations such as WIL Employment Connections in London to pilot our Employment Strategies for Nurses program, and delivered a customized Language and Communication for Nurses program for IENs working in long-term care through our partnership with Yee Hong Centre for Geriatric Care.

Building on our experience with distance education through the Ontario Telemedicine Network, we added online course offerings through a partnership with BlueDrop Performance Learning. The Conference Board of Canada facilitated our connection with the Canadian Immigrant Integration Program (CIIP) to provide pre-arrival supports to IENs. The Conference Board also provided the opportunity for me to visit the Philippines and learn about its nursing sector, extremely important for CARE Centre's knowledge of our largest client group. And as always, those employers and expert nurses who participated in our Observational Job Shadowing program to give our members exposure to the role of nurses in the Canadian workplace, continue to be integral partners who help us refine our custom programs.

CARE Centre undertook a Program and Structure Review with the assistance of external consultants Carolyn Acker and Vicki Bales. The goal was to ensure alignment between all levels in the organization (program delivery, management and governance) and adherence to best practices in the not-for-profit sector. The review came as CARE Centre's three-year renewable funding cycle with

Citizenship & Immigration (MCI) was ending and in advance of its next strategic planning cycle. We are proud to say that the results proved CARE Centre is exceeding targets and offering sector leadership. Where areas of improvement were indicated, an action plan has been developed and a number of measures to address them are already underway.

In mid-July, 2012, the College of Nurses of Ontario (CNO) announced "sweeping changes to the rules governing who can become a nurse in Ontario" including a shortening of the "recent practice" window to three years from five, application time limits and the introduction of new language proficiency requirements and a jurisprudence examination.

Another evaluation the CNO has instituted is the Competency Assessment Program (IEN CAP), an OSCE-type assessment of RN-candidate IENs. Clearly, these new registration requirements have placed additional expectations on IENs and impacted our work at CARE Centre. Much of the clarifying and communicating the changes to our members fell to CARE Centre's case managers, substantially increasing their workload as anxious IENs phoned, emailed and visited our offices. And as if coping with the impact of the regulatory changes was not enough, in January 2013, CARE Centre was next confronted with a significant funding cut.

I would personally like to thank our entire staff for their dedication and amazing teamwork during a period of immense stress on several fronts. My admiration for their compassion and professionalism in supporting IENs through difficult regulatory changes continues to grow daily; their resiliency during a disruptive and uncertain funding environment has been remarkable.

The unwavering commitment and support from our board of directors has provided me the inspiration for my role. On behalf of the board and staff at CARE Centre, I would also like to express sincere appreciation to our members, partners and colleagues for their understanding and for helping us respond to the new realities.

There's no question CARE Centre needs to be at its best to serve our members, who bring global education and experience to Ontario healthcare. With 74 per cent of our members already permanent residents when they join our organization, it's clear how vital CARE Centre's supports and services are for IENs who want to return to the profession they love, contributing and achieving success in Ontario.

# ABOUT

CARE Centre for IENs

## OUR VISION

CARE Centre will be recognized as a provincial & national leader in supporting IENs pursuing registration and integration into the nursing profession.

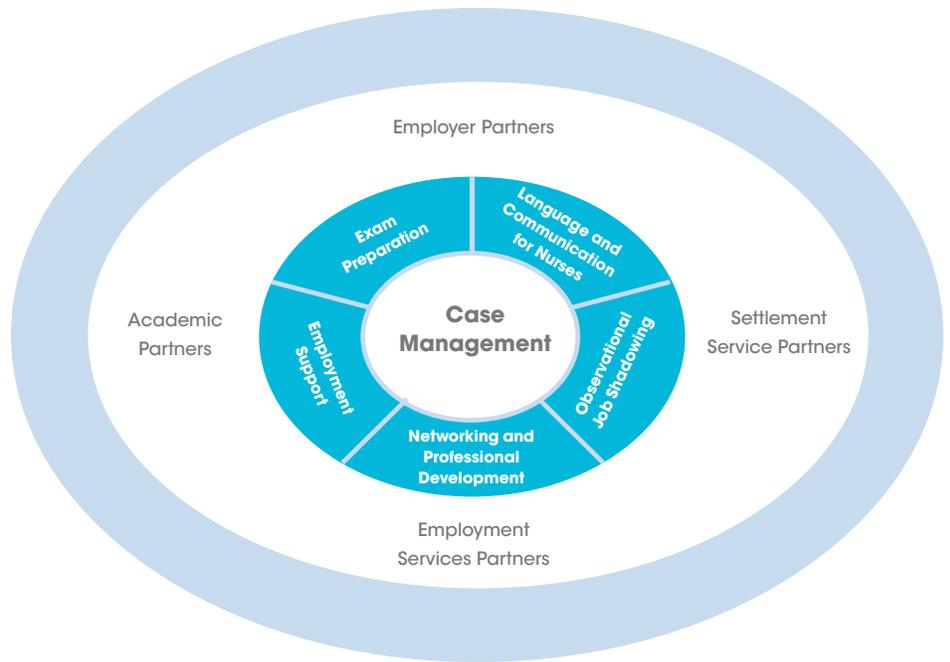
## OUR MISSION

CARE Centre for Internationally Educated Nurses, a non-profit organization, provides immigrant nurses with the one-on-one support, language and communication skills and exam preparation to be successful in the nursing profession. CARE Centre recognizes the value of nurses with diverse education and experience and is committed to advocating for their full contribution to Ontario's healthcare system.

## 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 Multi-lingual Video Project

In 2012 CARE Centre embarked on our Multi-lingual Video Project and eventually recorded greetings from member nurses in eighteen languages, the most prominent in our client base. These digital messages will spread around the world to welcome IENs to Ontario and to our bridging program. See all of them on CARE Centre's YouTube channel: <http://www.youtube.com/user/care4nurses>



Adela Belisario, Spanish

**WATCH**



Ahmad Baki, Farsi

**WATCH**



Chander Prabha Randhawa, Hindi

**WATCH**

# CARE Centre KEY RESULTS

April 2012 - March 2013

## APPLIED TO PROGRAMS AND SERVICES

A total of **703** applied to programs and services, **235%** of this year's target of **299**

## NEW MEMBERS ENROLLED

A total of **346** new members were enrolled - **124%** of the year's target of **279**

## SUCCESSFULLY PASSED EXAMS

**215** members passed the Canadian Registered Nurse Exam or the Canadian Practical Registered Nurses Exam - **106%** of this year's target of **203**

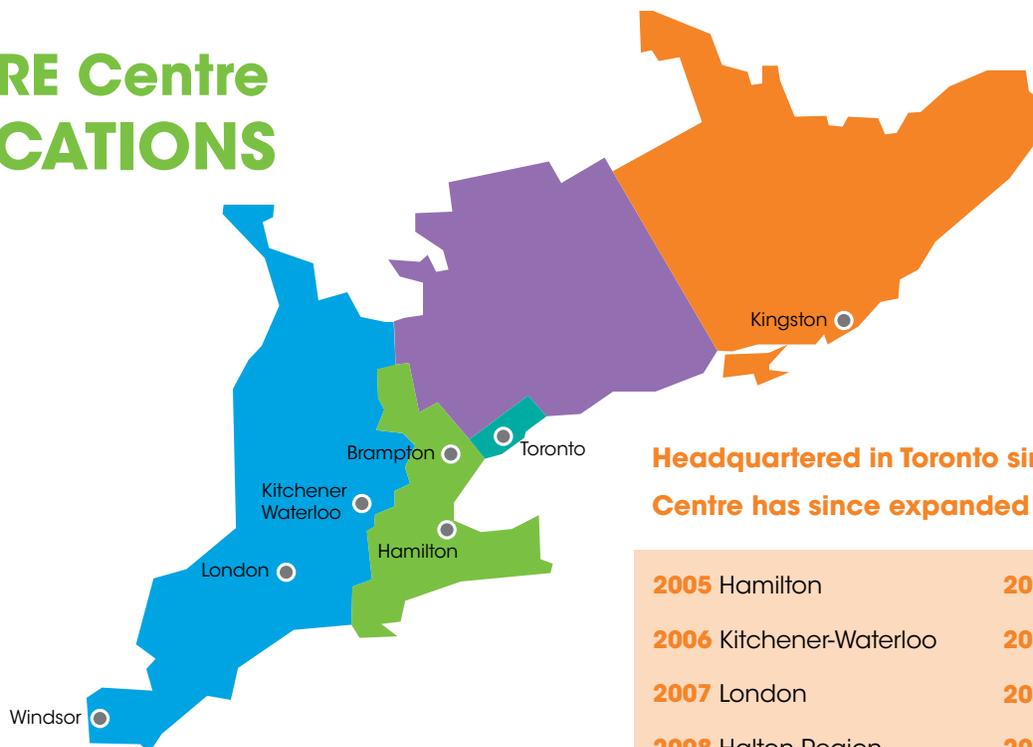
## NURSES REGISTERED

**251** members registered with the College of Nurses of Ontario, **148%** of this year's target of **170**

## NURSES EMPLOYED

**146** nurses gained employment within a year of becoming registered, **99%** of this year's target of **148**

## CARE Centre LOCATIONS



Headquartered in Toronto since 2001, CARE Centre has since expanded services to —

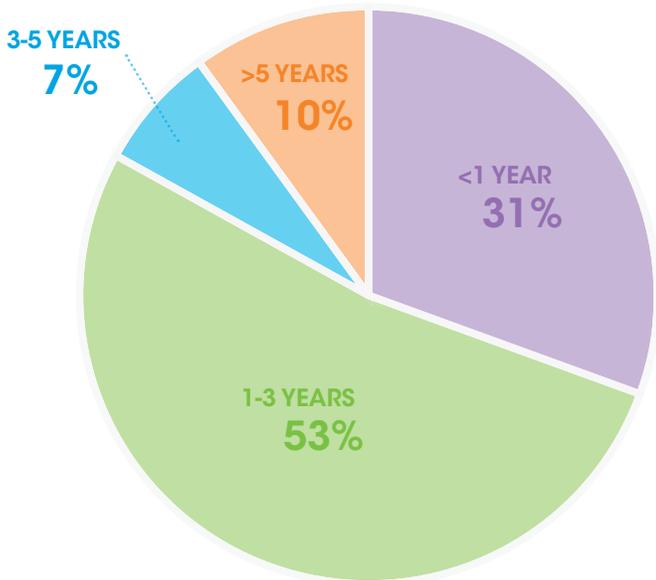
- 2005 Hamilton
- 2006 Kitchener-Waterloo
- 2007 London
- 2008 Halton Region
- 2009 Niagara Region
- 2010 Peel Region
- 2011 Windsor
- 2012 Kingston

*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.*

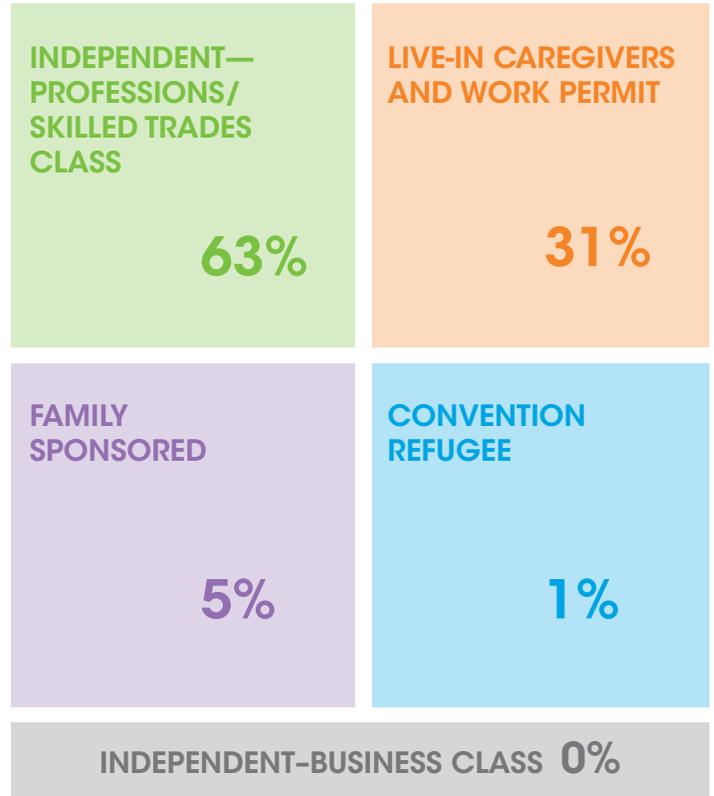
# PARTICIPANT PROFILE

2012-2013

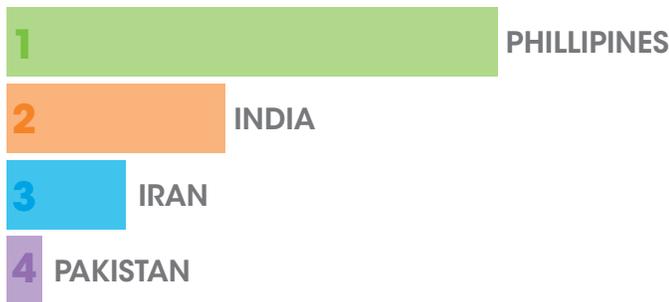
## LENGTH OF TIME IN CANADA



## IMMIGRATION CLASSIFICATION 2012-2013



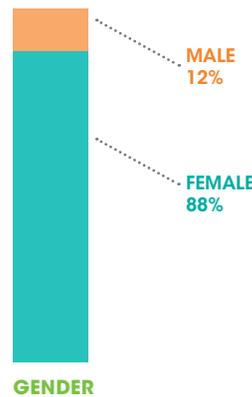
## COUNTRIES OF ORIGIN 2012-2013



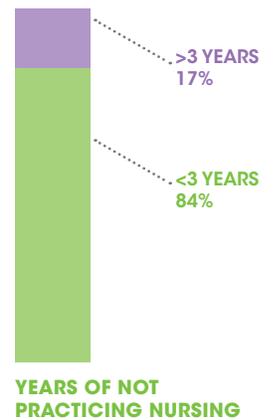
72% of CARE Centre members came from the top four countries of origin.

The remaining top countries of origin include:

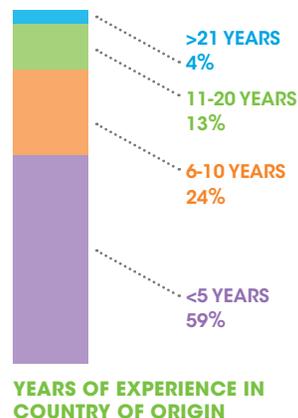
- |           |                  |
|-----------|------------------|
| 5 CHINA   | 8 UNITED KINGDOM |
| 6 JAMAICA | 9 KOREA          |
| 7 NIGERIA | 10 UNITED STATES |



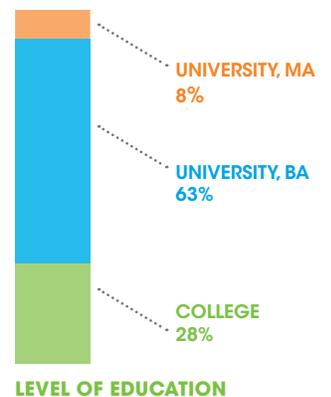
GENDER



YEARS OF NOT PRACTICING NURSING



YEARS OF EXPERIENCE IN COUNTRY OF ORIGIN



LEVEL OF EDUCATION

# CARE Highlights 2012-2013

## MAY 10 TORONTO NURSING WEEK CELEBRATION & JOAN LESMOND AWARD CALL FOR NOMINATIONS

CARE Centre celebrated a group of member nurses from a cohort of 233 IENs from the Greater Toronto Area who had passed their RN and PRN exams in 2011-2012. The Nursing Week event was held at the Gladstone Hotel and included keynote speaker Dianne Martin, Executive Director of the Registered Practical Nurses Association of Ontario. See a video of her address here: <http://youtu.be/F465pzMCVXA>.

The valedictorian was RN Marjan Mobed, who spoke movingly about her journey as an IEN in Ontario. CARE Centre also announced the call for nominations for the 2012 Joan Lesmond IEN of the Year Award to recognize an outstanding member IEN and honour the late nursing leader. In augural 2011 winner, Loy Asheri, an RN at Sunnybrook Health Sciences Centre and CARE Centre case manager spoke about her experience winning the award.

More information including nomination kits for the current year are available on the website at [www.care4nurses.org/ienaward](http://www.care4nurses.org/ienaward)

## MAY 29 CANADIAN IMMIGRANT TOP 25 AWARDS

Executive Director Zubeida Ramji joins Member of Parliament Olivia Chow, Hip-hop artist K'naan, Olympic wrestling legend Daniel Igali and many other community leaders from across Canada as winners in the fourth annual Top 25 Canadian Immigrants Awards presented by Canadian Immigrant magazine and sponsored by RBC.

This national people's choice award celebrates the untold and inspiring stories and achievements of newcomers to Canada. Zubeida would like to thank everyone for their support through the voting process. "It's a tremendous honour to be included in this group of outstanding Canadians, especially with the recipients who also

work in the health care field," said Ramji. "Since I originally immigrated to British Columbia from Tanzania, and did my nursing education in Vancouver, it's extra special to receive an award that's national in scope. I'm thrilled that CARE Centre, its supporters, and our members can share in this recognition, since internationally educated nurses make such a huge contribution to Canada, caring for families and enhancing the nursing profession."

More than 550 nominations were received for the fourth annual Top 25 Canadian Immigrants Awards from which 75 finalists were shortlisted by a panel of judges comprised of past winners. Over 28,000 Canadians voted online for their top choices, the largest number since the awards program began in 2009. The award recipients receive a \$500 donation towards a registered Canadian charity of their choice. Zubeida Ramji donated the money to CARE Centre for IENs which is a registered charity (#84420 5948 RR0001).

## JUL 26 KINGSTON OFFICE LAUNCH

The official opening of CARE Centre's Kingston office was a great success with Mayor Mark Gerretsen "cutting the ribbon" and reinforcing the importance of organizations like CARE Centre to cities such as Kingston that are actively recruiting and welcoming immigrants. See a video of his remarks here: <http://youtu.be/55Kb5bz5Pgs>.

CARE Centre was pleased to have many partners attend at the KEYS Job Centre location where the office is located, as well as member IENs, representatives from area employers and local media. CARE Centre Kingston serves a large catchment area including Belleville and Brockville, and other communities such as Picton. Case Manager Iris Kennedy can be contacted for appointments at [ikennedy@care4nurses.org](mailto:ikennedy@care4nurses.org).



Zubeida Ramji receives her Top 25 Canadian Immigrant Award at a special reception honouring the recipients.



Case Manager Iris Kennedy outside the Kingston office with members Michael and Pamela Mayuga

## OCT 25-30 OHA IEN CONFERENCES IN TORONTO, NIAGARA, OTTAWA, AND WINDSOR

Executive Director Zubeida Ramji joined a four-stop tour of the Ontario Hospital Association & Nursing Health Services Research Unit's initiative The Path to Integration - Workshops for Employers of Internationally Educated Nurses. The presentations were held in Toronto, Niagara on the Lake, Ottawa and Windsor offering current research, discussing IEN employment trends, community supports for IENs and employers, as well as lessons learned by employers such as Hamilton Health Sciences and St. Michael's Hospital. The project is funded by the Ministry of Citizenship and Immigration, with an Employer's Guide developed by Dr. Andrea Baumann and Dr. Jennifer Blythe. For more information about the IEN Project, visit [ien.oha.com/Pages/IENMain.aspx](http://ien.oha.com/Pages/IENMain.aspx).



London Case Manager Anna Wilson, Windsor Case Manager Domine Rutayisire, board member Ella Ferris, of St. Michael's Hospital, and Executive Director Zubeida Ramji



Mary Kroh, Ismail El Assaad and Bonnie Adamson of London Health Sciences Centre University Hospital

## NOV 15 CARE CENTRE JOAN LESMOND IEN OF THE YEAR AWARD PRESENTATION

The winner of the second annual Joan Lesmond IEN of the Year Award in 2012 was Ismail El-Assaad, a Palestinian IEN who achieved his registration with the support of Case Manager Anna Wilson through CARE Centre's London office. The event was hosted by CARE Centre and Ismail's

colleagues at the London Health Sciences Centre University Hospital. CEO Bonnie Adamson, herself a former nurse, addressed the gathering, recognizing the teamwork of Ismail's ICU supervisor Mary Kroh for submitting the nomination. Ismail shared the challenges IENs face in Canada, thanked the gathering and announced he is commencing on post-graduate studies in health administration. You can watch a video about the Joan Lesmond Award here: <http://youtu.be/yUko2FiyEts>.

## NOV 30 DIVERSITY WORKS CONFERENCE, KINGSTON

The Diversity Works Symposium 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. Kingston Case Manager Iris Kennedy and Regional Manager John Mavrogiannakis attended the late-November Diversity Works Symposium for local job seekers and business professionals.

The Kingston Immigration Partnership (KIP) also published the 2012 GLOBAL TALENT/LOCAL BUSINESS magazine in which CARE Centre member Monica Shin talks about her journey to registration and employment at Kingston General Hospital. For a range of resources and information, including the 2012 Report Card for KIP visit [kipcouncil.ca](http://kipcouncil.ca).

## JAN 18 CONFERENCE BOARD OF CANADA DELEGATION TO THE PHILIPPINES

Executive Director Zubeida Ramji took part in a late January Conference Board of Canada Leaders' Roundtable on Immigration meeting in Manila to learn about efforts to achieve better settlement and integration outcomes for immigrants by visiting projects and exchanging insights on various strategic initiatives for migrants at the pre-departure stage, before they arrive in Canada.

The Philippines is the number one source country for permanent resident applicants to Canada and provides the largest group of CARE Centre member nurses. Along with Citizenship and Immigration Canada and Canadian Trade Commissioner Service participants, many senior academicians took part in the conference which included visits to the Australian SITE Skills Training campus and University of the Philippines and De La Salle University, both of which have nursing faculties.

Zubeida Ramji addressed a large class of nursing graduates at University of Santo Tomas and met with various other nursing colleagues. "Our objective was to learn more about the nursing sector in the Philippines, as our largest source country for IENs – this was definitely achieved by the connections made through this Conference Board of Canada initiative," said Ramji. "CARE Centre has already been working with the Canadian Immigrant Integration Program (CIIP) office in Manila, along with the other CIIP offices, so being able to meet with people face-to-face was very advantageous to our continued collaboration on improving successful immigration for IENs coming to Ontario."

# Program Updates 2012-2013

## INFORMATION SESSIONS

CARE Centre's Information Sessions continue to be held through our offices across our Southern Ontario service areas providing a first-contact opportunity for our member nurses and those who need to upgrade to meet membership criteria.

In 2012-2013 CARE Centre hosted 866 participants at 29 large information sessions in Toronto and 55 small group or one-on-one sessions at other offices.

38 percent of CARE Centre's members reside outside the Greater Toronto Area, providing an important reason for secure organizational funding that allows CARE Centre to work with them in the communities where they learn, work, raise families and return to the nursing profession and career success. CARE Centre's Information Sessions are pre-registered and are often fully booked weeks in advance.



London Case Manager Anna Wilson with member Leena Justus

## LANGUAGE AND COMMUNICATION FOR NURSES

CARE Centre's Language and Communication for Nurses (LCN) offerings were significantly enhanced in 2012-2013 with the addition of an online learning options that nicely bookends CARE Centre's core, three-level LCN program. Language and Communication for Nurses Foundations is an online course developed by language and nursing experts to allow IENs to practice the English language in a nursing context.

LCN Foundations requires a minimum of 35-hours of online study over four sections: vocabulary, grammar, communication and cultural foundations. The program is conveniently self-directed and allows IENs to improve their computer efficiency, essential to Canadian nursing practice.

CARE Centre's well-established LCN program continues to be delivered across our offices and by employers such as Hamilton Health Sciences and Yee Hong Centre for

Geriatric Care, the latter of which two organizations worked with CARE Centre's specialists to adapt the program specifically to long-term and geriatric environments.

The LCN program was also revised into smaller units that can be delivered in fewer hours, a benefit to those who are already registered but come back to CARE Centre for LCN classes to enhance their workplace skills.

A total of 406 members participated in 32 individual courses delivered over the last fiscal year. The LCN program was also revised into smaller units that can be delivered in fewer hours, a benefit to those who are already registered but come back to CARE Centre for LCN classes to enhance their workplace skills.



Instructor Deborah Lebaron teaches Language and Communication for Nurses in Brampton.

## EXAM PREPARATION AND REVIEW

CARE Centre's signature program underwent revision to reflect new regulations enacted by the College of Nurses of Ontario in the last year to best prepare members for RN and RPN exam success. 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. A total of 314 members took Exam Preparation and Review in 17 individual courses. At the end of the program there is a mock exam and a comprehensive review of the results to positively reinforce test-taking skills.

The relaxed learning environment is delivered through all offices and also shared over the Ontario Telemedicine



Member and instructor Fariba Shahin teaches a Wound Care workshop



Peel Region Case Manager Norma Tomlin with member Harminder Kaur

Network for remote participants. Whatever the location, member IENs consistently praise the comparatively modest price of the program for its extreme confidence-building preparation.

### OBSERVATIONAL JOB SHADOWING

“OJS” is consistently rated a great opportunity by members to get a foot in the Ontario workplace door. This past year 64 member IENs secured placements with some of the 22 participating healthcare employers.

Environments include acute or long-term care and specializations such as mental health care or community nursing. The OJS program is offered to members at any stage of their journey to registration, and members can enrol more than once. CARE Centre thanks all the organizations who offer this important introduction to the real healthcare workplace, both the employers who have been with us since day one and new partners who opened their doors to member IENs this year, across all geographic locations.

### EMPLOYMENT STRATEGIES FOR NURSES

This program has grown from the popular job search strategies workshops delivered by CARE Centre and its partners to include updated content addressing career strategies and workplace behaviours specific to the nursing sector. The enhanced program was piloted in Toronto, Hamilton and London with feedback carefully considered to refine the student workbook and instructor manual. 60 IENs enrolled in Employment Strategies for Nurses over 3 full sessions and a number of condensed/individual sessions.

The full workshop has eight modules in total for delivery over 24 hours of class time. Alternatively, the modules can be offered individually based on need and circumstance. Mock interviews are done with each of the participants, giving them the opportunity to develop confidence and gather insight on how to better present themselves at hiring opportunities. A final module deals with Canadian workplace culture, the role of inter-professional teams, how to deal with conflicts on the job and job maintenance.

### NETWORKING & PROFESSIONAL DEVELOPMENT

Workshops continue to be a key activity for members with nine different sections presented to 164 members both in the Toronto office and to other locations via the Ontario Telemedicine Network. Topics included the ever-popular Wound Care Workshop, as well as presentations on Diabetes, Employment Standards and the Ontario Nursing Association.

Networking and Professional Development moved into the digital world for CARE Centre members, with the launch of CoursePark, an online learning network (also available to non-members at a higher subscription rate) offering over 140 courses for 215 hours of recognized continuing education. accreditation. Visit [www.care4nurses.org/course-park](http://www.care4nurses.org/course-park) to view the CoursePark curriculum and register via PayPal.

The Members Only Website, an “intranet” for CARE Centre members, continues to be launched in phases, offering discussion forums and job opportunities, with event photo albums to come! Employers who work with CARE Centre offering observational job shadowing or partnering in other ways, or have reached out to CARE Centre with a special interest in hiring IENs are profiled on the site.



OJS participant, member Melissa Gaspar

# Financial Statements 2012-2013

## STATEMENT OF OPERATIONS AND NET ASSETS

FOR THE YEAR ENDED MARCH 31, 2012

REVENUE	2013	2012
Ontario Ministry of Citizenship & Immigration	\$ 1,986,373	\$ 2,092,122
Services	169,344	210,885
Expense recoveries & rebates	16,735	40,616
Interest	13,775	28,473
Fundraising & donations	3,460	13,404
	<b>2,189,687</b>	<b>2,385,500</b>

### EXPENSES

Staffing costs	1,313,225	1,170,010
Professional fees & contract services	433,533	521,594
Occupancy	260,298	258,524
Resources & materials	96,795	73,930
Office equipment & database	6,651	49,989
Office & general	34,420	44,298
Meetings, travel & training	37,707	43,438
Outreach & promotion	32,215	38,645
Fundraising		35,046
Communications	27,087	26,865
Insurance	16,093	16,327
Partnership & volunteer recognition	12,401	10,193
	<b>2,270,425</b>	<b>2,288,859</b>

### EXCESS OF REVENUE OVER

<b>EXPENSES FOR THE YEAR</b>	(80,738)	96,641
Unrestricted net assets, beginning of year	398,001	351,360
Appropriation to reserve for operations		(50,000)

**UNRESTRICTED NET ASSETS,  
END OF YEAR** **\$317,263** **\$398,001**

## STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31, 2013 & MARCH 31, 2012

ASSETS	2013	2012
Current assets		
Cash	\$46,809	\$717,370
Short-term investments	1,338,959	1,214,893
Accounts receivable	69,928	63,490
Prepaid expenses	11,224	9,018
	<b>\$ 1,466,920</b>	<b>\$ 2,004,771</b>

### LIABILITIES AND NET ASSETS

Current liabilities		
Accounts payable & accrued liabilities	\$81,312	\$146,897
Government remittances payable	346	26,868
Deferred revenue	487,999	853,005
	<b>569,657</b>	<b>1,026,770</b>

### Net assets

Reserve for operations	580,000	580,000
Unrestricted net assets	317,263	398,001
	<b>897,263</b>	<b>978,001</b>
	<b>\$1,466,920</b>	<b>\$2,004,771</b>

# 2012 Speeches

## CARE Centre Nursing Week Celebration

Dianne Martin, Executive Director, RPNAO

May 10, 2012 (from transcript)

### To watch the speech, click here

First and foremost, I want to thank you for having me here because this is a really big day. I remember when I graduated from nursing, it was hard to believe after all of the work to get where you are today, that you were actually a real nurse, they're now going to pay you when you show up, which is a really neat feeling.

But what you've achieved is really big. And I just want to let you know how big it is. First of all, I know it's a big deal, what you've achieved, because I did it too. But until CARE graciously invited me to be a judge for the Joan Lesmond IEN of the Year Award, which CARE provides to an exemplary IEN every year, I really had no notion of the barriers and the struggles that it takes to become a nurse in a country other where you have grown up and are educated.

In my personal experience and the experience of my daughters, we grew up in a small town, we packed our bags and went to whatever university was being attended by all of our girlfriends and it was pretty safe and pretty familiar. When I took part in the Joan Lesmond Award, I started to see that's not the case for everybody who becomes a nurse in Ontario. Sometimes it is very difficult. We face situations where we have English as a second language.

While it's incredibly important to the patients that you care for who speak the language that you speak, it does create some challenges for you through your education process. The process of just getting to Canada is sometimes a really big and certainly having people who are less familiar with internationally educated nurses and what they bring, can sometimes be a barrier that you have to work your way through as well.

So I have to thank CARE for helping me understand that whole thing better. You're entering nursing at a great time but I bet you don't know it. Because we've been so surrounded in nursing with so much talk about cutbacks, who's got a job, the rates of being hired, that we've lost the vision of what is right here in front of us on the horizon. And the reality is that the horizon is looking very difficult in terms of how are we going to find enough nurses, not how are you going to find work.

I have three daughters: one has a degree in political science, one of them is a nurse and one of them is studying a bachelor of fine arts, meaning she's a painter. The nurse will work and she will work more than she probably wants to work. The other two, with the economy and the state of our country, will have a struggle in front of them.

But you as nurses are coming into nursing at a time when we're expecting the nursing shortage very shortly to ramp up and you will become the crowning jewel for us because you will have come to help our country meet the needs of our people. That's incredibly important.

I also want to mention that I have had the really good fortune to teach in the practical nursing program at Humber College. I'm from a town in the middle of farmland in Southern Ontario, where everybody looked like me, sounded like me, this is everybody in my town. And I went to a school that looked much like that as well when I became a nurse.

But teaching at Humber, I've gotten to know people from different cultures. I have learned so much, sometimes I felt like saying, you know, you gave me a paycheque to teach here today but I feel like I need to give it back because I learned far more than my students learned from me. Because I've learned the value of the multicultural nursing team and what people bring to the table when they can help us see things through eyes that we have not seen things through before. So I'm a better nurse for having encountered internationally educated nurses and people who study nursing here that are from an international background. So I want to say congratulations, I'm so proud to share this profession with you. You've achieved something very big today and so, welcome to nursing.



Amy Go and Dianne Martin, Executive Director of RPNAO.

## Mayor of Kingston Mark Gerretsen's Speech

At the CARE Kingston Launch ribbon cutting ceremony  
July 26th, 2012 (from transcript)

**To watch the speech, click here**

I'm absolutely pleased to be here with you today. I think that what we're seeing here with CARE and what we're seeing with KEYS and the work that Scott's been doing with respect to immigration is so vitally important to not just our community or our province but the country as a whole. And it is, and we do have many moral and ethical obligations around that but there are also practical reasons why it's so important.

What we're seeing and what we're projecting from a government point of view, from a municipal government point of view is that as the baby boomers retire and move on and as with life comes, die, our populations will actually start to decrease. And why is that a problem, a lot of people quite often ask.

It's a problem because in Kingston for example, we have the infrastructure to support to 125,000 people, our current population. Now, if that population all of a sudden drops to 110,000 people, it means that those 110,000 people will then have to start to support the resources that were built for 125,000 people. So you can see how important it is for us to take immigration so seriously. And through programs like CARE, we are seeing that come to fruition.

By bringing people to our community and showing them the, how, how open we are and how available we are, to make new immigrants prepare to live in our community and to, more importantly, to work in our community, is what's going to make us successful at making sure that our population stays at a healthy rate so that we can continue to run an efficient and effective municipality.

I want to thank CARE for opening its sixth location right here in Kingston and I hope that we see more because this is going to be something that we have to look at provincially and nationally in order to make sure that it is addressed properly. But I think that we're extremely fortunate here in Kingston and obviously, being rated Canada's number one retirement destination, there's going to be a lot of potential customers for these nurses that are going to be trained through CARE.

So on behalf of myself and city council, congratulations on this opening. Congratulations at the initiative but I also want to send our congratulations and our appreciation to Michael here and all the staff at KEYS, as well as Scott and the work that the immigration partners are doing for our community.

Thank you very much.



Left: Mayor Mark Gerretsen cuts the ribbon on the new CARE Centre in Kingston. Above: Members Lia Fugaru, Michael and Pamela Mayuga, Case Manager Iris Kennedy and member Raymonde Degbey

## Valedictorian Speech, Marjan Mobed, RN

Toronto Graduation, May 10, 2012

[To watch the speech, click here](#)



Good afternoon everyone and thank you all for being here to celebrate the graduation of another group of internationally educated nurses with the support of CARE center. I am truly honored to be here as one of the graduates.

It is hard to believe that it was 7 years ago when I moved to this land not knowing much about it, and now I know Canada is the land of peace and freedom, where people park their car in the driveway and drive their car in the park way.

As I think of the past, it seems like it all went by with the blink of an eye. Coming alone to Canada, leaving my husband behind didn't give me much time between work and family to take any courses for a couple of years. My first great English teachers were my 9 year old son and 6 year old daughter, then some advance writing courses to prepare myself for my greater goal of earning back my nursing degree. After some research, I came across with CARE center.

I still remember my Information Session with CARE where I had realized that it was possible to re-enter the school. I was so scared of the unknown that I didn't even think it would be attainable. With the special bursary program from Ontario Government, through Care Centre and George

Brown College I was enabled to enter the school and complete my education.

Of course, there were times when I felt so disappointed in myself that I wanted to give up, like when I failed the RN exam the first time but I always tried to take charge of my own life. Finally, with the great support and encouragement of my case manager and every one in CARE, I completed the program and received my RN License on April 2012.

I know my journey has just begun; I can't wait to get into action. There is a Chinese Proverb that says: "Be not afraid of growing slowly, be afraid only of standing still". So I've already planned my next step by taking some specialty courses. Well as nurses QA learning plans should not be forgotten.

At the end, I would like to thank everyone who supported us along the way, those who are present today and those who couldn't make it but were always there.

With Best wishes for all the graduates,

*Marjan Mobed*

# SUPPORT CARE CENTRE AND OUR MEMBER IENs!



**Left (top-bottom):**

CARE Centre's Toronto Case Managers (1 - 3): Anaar Shariff, Loy Asheri, Janet Kwansah, Lourdes Vicente, Michelle Gordon, and Professional Practice Lead Ruth Wojtiuk.

Members Tenzin Phakdon, Tashi Chozom & Arundeeep Dhadwal.

Member Raymonde Degbey at work

**Right (top to bottom):**

Member Ambika Pillai in the Lending Library

(L) Case Manager Joanna Zhao with a new Client

(R) Members Mehri Noori and Patrick Ocampo in the Classroom

Member and Board Member Omar Taladua at work



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: 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!

**CLICK HERE TO DONATE NOW!**

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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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