

# A Year of Transition and **Achievement**

*Annual Report 2015 - 2016*



CENTRE FOR  
INTERNATIONALLY  
EDUCATED NURSES

Supporting Nurses Back into Practice

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Big thanks to our Conference sponsor

LASER REPRODUCTIONS



Cover: IENs (From bottom left to right )

Member Marybeth Murray and family; Members Derrick Ntungwe and Joy Anne Salvador; Member Kareen Takaderas, RN Joan Lesmond IEN of the Year 2015 Rupali Krishna; Member Kenneth Cruz

Over 3,500 nurses from more than 140 countries have accessed services and supports at CARE Centre for Internationally Educated Nurses since 2001. CARE Centre is funded by the Ontario Government and the Government of Canada. A non-profit organization, CARE Centre provides IENs with a continuum of services to support them to be successful. CARE Centre recognizes the value of nurses with diverse education and experience and engages in research, education and policy development to improve access and equity for IENs. CARE Centre is committed to IENs' full contribution to Canada's healthcare workforce. CARE Centre for IENs is a registered charity (#84420 5948 RR0001). For more information, visit the website at [www.care4nurses.org](http://www.care4nurses.org)



CARE Centre member and graduate: Pauline Irungu (RPN) and Case Manager Norma Tomlin (RPN)



CARE Centre member and graduate: Joseph Calaguian (RPN)



# ABOUT CARE CENTRE FOR IENs

## OUR VISION

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

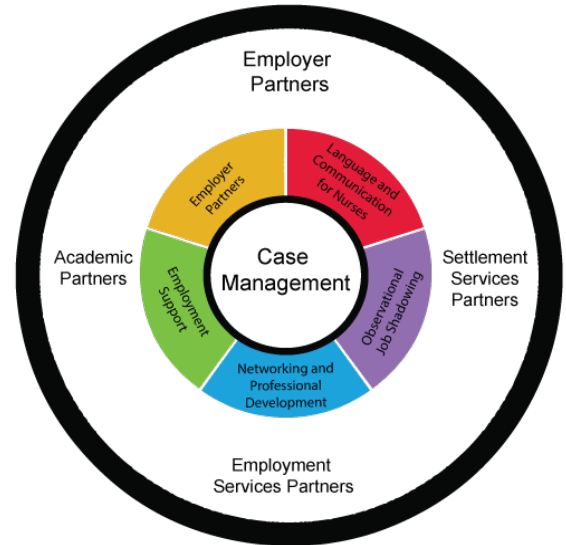
## OUR MISSION

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

## OUR VALUES

Respect Honesty Teamwork Confidentiality  
Accountability Professionalism 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.



*“I would like to thank CARE Centre for their help and support for Internationally Educated Nurses. It would be more challenging to get back into practice without CARE Centre. CARE Centre makes a huge difference in IENs' lives by recognizing our experience, skills and knowledge and giving hope for a better future in Canada!”*



CARE Centre Professional Practice Lead Ruth Wojtiuk (RN) with Toronto Graduates

# MESSAGE FROM THE EXECUTIVE DIRECTOR



**CARE CENTRE**  
**EXECUTIVE DIRECTOR**  
Susan  
VanDeVelde-Coke

The months have flown by since I joined CARE Centre at the beginning of 2016. I want to thank everyone who has been so kind and helpful during my orientation.

It was a pleasure to meet staff and board members and learn about their dedication to CARE Centre and their impressive work with our IEN members. I want to thank Joanne Roth for leading the organization while continuing to work as Program Manager. It has been wonderful to continue relationships with the healthcare sector, professional nursing associations and regulatory bodies, just as it has been very interesting to become acquainted with CARE Centre's immigration and settlement partners. All recognize CARE Centre for the seminal and collaborative work we have done over the past 15 years and continue to do.

When CARE Centre was created with a grant from the Maytree Foundation there was literally no

support for IENs who arrived in Ontario and were struggling to understand the regulatory environment and process. CARE Centre is proud, together with our partners, to have changed that landscape. CARE Centre is grateful for 15 years of Government of Ontario support that has allowed us to make systemic improvements for IENs in this province. The Ministry of Health and Long-Term Care's Nursing Secretariat was at the table when CARE Centre was created, and we're delighted that we continue our collaboration through initiatives like the Nursing Career ORIENTATION program. We are also thankful for new federal funding through Immigration, Refugees and Citizenship Canada for our Pre-Arrival Supports and Services (PASS) program, to assist IENs from all over the world to make a smooth transition to nursing in Canada.

The core of CARE Centre's program model is case management. CARE has a group of multi-talented case managers who meet one-on-one with member IENs to create an action plan that will assist the IEN in achieving their licensure. The case managers and IENs are supported by other committed CARE Centre staff to fully enhance member services. CARE Centre is often called "family" by our member IENs, and it's been an honour for me to join it. We look forward to shaping the evolving role of IENs in Ontario and Canadian healthcare, honouring their many contributions.



CARE Centre founders Zubeida Ramji, Amy Go, Flor Dandal, Gail Yardy, Brenda Lewis, Dawn Sheppard, Frances Ray and Julia Tao



# MESSAGE FROM THE CHAIR- SALEEM HALL

As we have themed this annual report, 2015-2016 has indeed been a year of transition and achievement. In August of 2015 we said good-bye to Zubeida Ramji as Executive Director after five years of outstanding service to the organization. The board thanks her for her exceptional work, as well as Program Manager Joanne Roth's as Interim Executive Director. Joanne and the staff ensured a smooth transition for the organization including the relocation of CARE Centre's head office while ensuring seamless service to member IENs, for which the board is truly grateful.

I would also like to thank the members of the board of directors, past and present, for their measured governance of CARE Centre, and the commitment they hold for internationally educated nurses. Equally, we appreciate all the individuals who serve as volunteers on various board committees, giving of their time and expertise to explore new horizons for CARE Centre and to recognize IENs for their contributions to nursing in Canada. The board and volunteers, including many nurse leaders, have kept the organization front and centre with policy-makers, and we thank them for their

advocacy. Together they have helped shape the future of IEN bridge training and the central role CARE Centre has played for fifteen years.

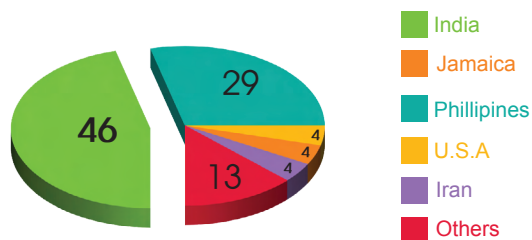
Of course CARE Centre's accomplishments have only been possible through the work of the staff members who have supported more than 3,500 IENs who have accessed programs and services over those years. On behalf of the board we thank them for their dedication and creativity in producing tremendous results. CARE Centre's new Executive Director, Sue VanDeVelde-Coke, will be guiding the staff through the 15th anniversary year and beyond, with senior executive experience and insight that will allow CARE Centre to hone its strengths in the ever-changing nursing sector. Sue's accomplishments are many, from leading nurses in large institutions in the acute and community care sectors, to her academic achievements and teaching roles, to broad international experience in healthcare consulting. The addition of her skills to CARE Centre's mandate and operations will ensure the organization continues its prominence in the education, registration and career success of IENs.



*Brampton graduates with CARE Centre staff and instructors*

# PARTICIPANT PROFILE

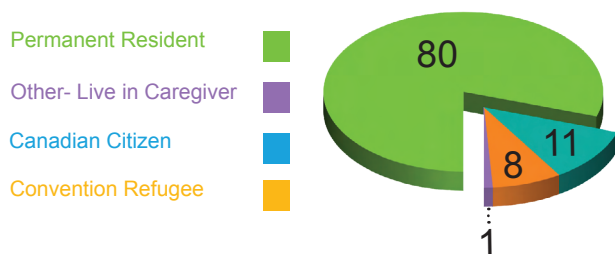
Countries of Origin (%)



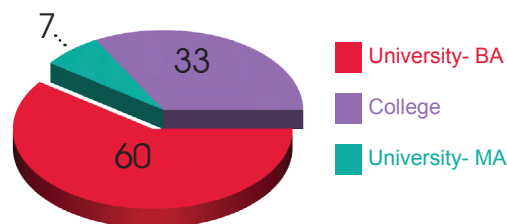
IEN Gender (%)



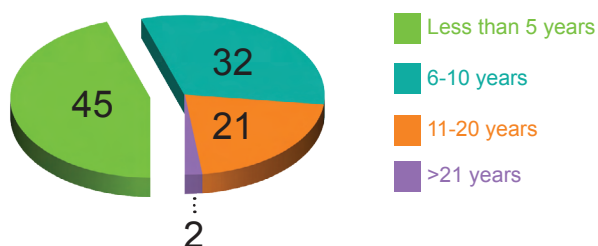
Immigration Status (%)



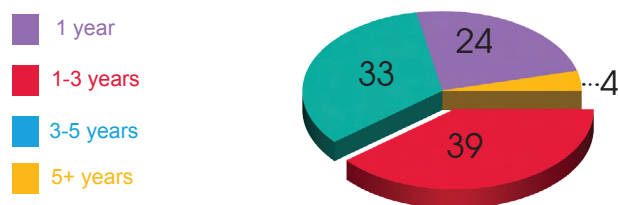
Level of Education (%)



Years of Experience (%)



Years in Canada (%)



## Nurses Registered

236 nurses registered with the CNO

## Applied to Programs and Services

A total of 237 IENs applied to programs and services

## New Members Enrolled

A total of 220 new members were enrolled

## Successfully Passed Exams

85 members passed the Canadian Registered Nurse Exam or the Canadian Practical Registered Nurse Exam

## Nurses Employed

126 IENs/members gained employment within a year of becoming registered



# PROGRAM UPDATES

## EXAM PREPARATION AND REVIEW

- 61 member IENs enrolled in Exam Preparation and Review
- 9 cohorts delivered

## EMPLOYMENT STRATEGIES FOR NURSES

- 50 IENs took part in 7 group classes
- 30 IENs had one-on-one employment counselling sessions

## OBSERVATIONAL JOB SHADOWING

- 60 IENs completed OJS
- 26 healthcare employers participated

## LANGUAGE AND COMMUNICATION FOR NURSES/ONLINE LEARNING

- 178 IENs participated in 17 different LCN modules.
- 12 IENs took the CELBAN prep course
- 6 IENs completed the iCELBAN practice test
- 134 IENs enrolled in the CoursePark Learning Network

## INFORMATION SESSIONS AND PROFESSIONAL DEVELOPMENT

- 484 IENs attended information sessions
- 35 group orientation sessions were held
- 317 IENs attended free professional development sessions
- 255 IENs attended 31 paid clinical PD workshops
- 17 members completed the Competency Assessment Supplement workshop

## WORKPLACE TRANSITION PROGRAM

- 11 IENs accessed the WTP Program



*Toronto Valedictorian Isolde Ruiz (RN, RPN)*



*Brampton Valedictorian Colita Fraser Howard (RN, RPN)*

# HIGHLIGHTS 2015-2016



*Anaar Shariff (RN) and Tina Novotny present at the PIE-IEN Conference*

## April – PIE-IEN Partners Conference in Regina

Two concurrent sessions were delivered at the Partners in Education and Integration of IENs conference April 30 - May 1st in Regina. Employer Engagement Lead Hossein Kahlili presented on "Transition Supports for IENs"; Case Manager Anaar Shariff and Communications Specialist Tina Novotny presented on "Telling, and Selling, the IEN Success Story".

## May – RNAO Career Fair and Toronto Graduation

CARE Centre celebrated member's completion of the bridging program during Nursing Week at the RNAO Career Expo at the Hyatt Regency on May 13th. Professional Practice Lead Ruth Wojtiuk was the keynote speaker on her 50-year nursing career and member IEN Isolde Ruiz, RN, RPN, was valedictorian.



*CARE Centre Professional Practice Lead Ruth Wojtiuk was the keynote speaker at the Toronto Graduation, on her 50-year nursing career*

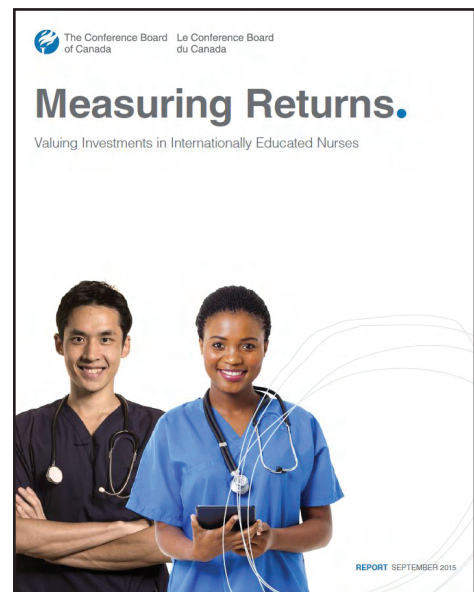
## June – Brampton Graduation and Open House

On June 15th the Chris Gibson Recreation Centre was the site of a graduation celebration for Peel Region members and an Open House to introduce CARE Centre to newcomer IENs. CARE Centre instructor Valrie Hursefield, RN (William Osler Health System Clinical Nurse Educator) was keynote speaker, and member IEN Colita Fraser-Howard, RN, RPN, was valedictorian.

## September – Conference Board of Canada Return on Investment Report

CARE Centre was the subject of a Conference Board report called Measuring Returns: Valuing Investments in Internationally Educated Nurses. The publication studied the return on investment in IENs internationally educated nurses with a 9:1 ratio for RN-registered IENs nurses with a 9:1 ratio for RN-registered IENs and 3:1 for RPNs for each dollar invested. The report is available for purchase at [www.conferenceboard.ca/e-library](http://www.conferenceboard.ca/e-library). Nurses. The September 2015 publication studied the return on investment in internationally educated nurses with a 9:1 ratio for RN-registered IENs and 3:1 for RPNs for each dollar invested (without factoring the personal investment by the IENs themselves). The report is available for purchase online at:

[www.conferenceboard.ca/e-library](http://www.conferenceboard.ca/e-library)



*Measuring Returns: Valuing Investments in Internationally Educated Nurses*



## November – IENs: Partners in Healthcare Diversity” Conference

CARE Centre members once again presented at a national conference examining current trends and issues for IENs under the theme of workplace diversity. The event was held at the Ramada Plaza Hotel in Toronto and featured a range of exhibitors, poster presentations, panel discussions and concurrent sessions. Outstanding keynote speakers included nurses Dr. Josephine Etowa, social media expert Rob Fraser, and Sickie Cell Association of Ontario founder Lillie Johnson. It was sponsored by long-time partner Laser Reproduction.

## 2015 Joan Lesmond IEN of the Year Awards

The annual awards honouring the late Dr. Joan Lesmond, an early CARE Centre supporter and champion of inclusive nursing, were presented at the Conference for IENs to one RN and one RPN member IEN. The winners this year were Rupali Krishna (RN), and IEN from India, and Alex Lamsen (RPN), an IEN from the Philippines. Both were recognized for their outstanding nursing in the long-term care sector.



*From left to right: 2014 Joan Lesmond IEN winners of the year, Ahmad Bahki (RN), Adela Belisario (RPN) and 2015 (RPN) award-winner Alexis Lamsen.*

## December – New Horizons for Seniors Project

Kababayan Community Services collaborated with CARE Centre member IENs to talk to immigrant seniors about their challenges living in Toronto and offered various workshops and social events to improve their lives. Led by Executive Director (and former board member Flor Dandal), discussions took place at both Kababayan locations in North York and Parkdale in Toronto. The resulting report is called Benefits and Challenges of Aging in Canada: A Sharing Discussion Between Seniors and Internationally Educated Nurses.

## January – Sue VanDeVelde-Coke Joins CARE Centre

After ending 2015 moving head office from Yonge and Sheppard to 620 Wilson Avenue at Dufferin, CARE Centre began 2016 with a new Executive Director at the helm. Susan VanDeVelde-Coke, RN, MA, MBA, PhD, was most recently the Director of Health Policy Analysis & Knowledge Transfer at McMaster University's Health & Social Services Utilization Research Unit and served as Executive Vice-President and Chief Nurse/ Health Professional Executive at Sunnybrook Health Sciences Centre. She is also an adjunct professor at the University of Toronto Lawrence S. Bloomberg Faculty of Nursing and is on the Board of Directors of the Canadian Nurses Foundation.

## PASS - Pre-Arrival Supports and Services

Immigration, Refugees and Citizenship Canada (IRCC) funded a new program at CARE Centre to help IENs accepted for immigration to Canada get a head start on the registration process. Developed in fall 2015, Pre-Arrival Supports and Services (PASS) offers online courses providing nursing-specific training including language and communication, and webinars on employment-related topics, equipping IENs with knowledge and support for speedy and successful entry into the healthcare field. PASS also offers online sessions connecting national employers to IENs and a mentorship program linking IENs to Canadian Nurses Association nurses in destination provinces. The program is based on CARE Centre's case management model and is free of charge.



*PASS Program Co-Ordinator Meghan Wankel and Program Assistant Nicholas Ghadiri*



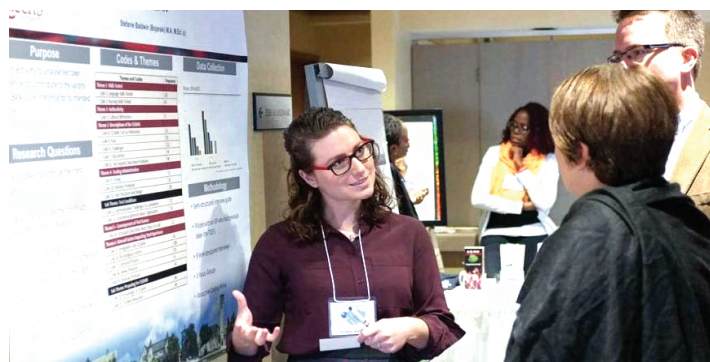
# 2015 CONFERENCE FOR IENs



Panelists Eberechi Ehumandu, (RN) Idevania Costa,(RN) Tanja Kotolenko (RN, PHD) and Liandi Zhang (RN) with moderator Kate Wilson (RN,PHD)



CARE Centre Case Manager Michelle Gordon and Conference for IENs featured speaker Lillie Johnson (RN/Order of Ontario)



Conference Presenter Stephanie Bojarski with delegates



Rob Fraser (RN) presents on digital media



Dr. Josephine Etowa and CARE Centre Case Manager, Loy Asheri (RN)



Michelle Cader spoke to delegates about CLEO



# STATEMENT OF OPERATIONS

	2016	2015
<b>Revenue</b>		
Ontario Ministry of Citizenship, Immigration and International Trade	\$ 1,454,400	\$ 1,526,448
Immigration, Refugees and Citizenship Canada	194,024	-
Other Revenue ( City of Toronto and program revenue)	226,327	316,638
	<b>1,874,751</b>	<b>1,843,086</b>
<b>Expenses</b>		
<b>Current</b>		
Staffing Costs	\$ 1,222,974	\$ 1,175,779
Professional fees and contract services	133,262	163,659
Occupancy	252,021	246,853
Operations	234,423	231,158
	<b>1,842,680</b>	<b>1,817,449</b>
Excess of revenue over expenses for the year	\$ <b>32,071</b>	<b>25,637</b>



Member IEN Halimo Dualeh has been a principal volunteer with the annual Conference for IENs



Member IEN Rosemary Irene wore a beautiful Nigerian dress to the Brampton graduation



The late Dr. Joan Lesmond

Supporting Nurses Back into Practice

# Joan Lesmond IEN of the Year Award



Alex Lamsen, RPN  
2015 Winner



Rupali Krishna, RN  
2015 Winner



Adela Belisario, RPN  
2014 Winner



Ahmadreza Baki-Jafarzadeh, RN  
2014 Winner



Edsel Mutia, RN  
2013 winner



Ismail El-Assaad, RN  
2012 Winner



Loy Asheri, RN  
2011 Winner

Honouring a nursing leader who championed IENs.  
Annually celebrating outstanding CARE Centre members.  
Awards presented for both RPN and RN designations.



Your Journey To Nursing In Canada Starts Here



## Pre-Arrival Supports and Services



Pre-Arrival Supports and Services (PASS) is a new initiative funded by Immigration, Refugees and Citizenship Canada (IRCC). PASS is a project of CARE Centre for Internationally Educated Nurses (IENs), Ontario's first government-funded bridge-training program founded in 2001. PASS helps pre-arrival IENs to jump start the Canadian registration process.



Funded By:  
 Immigration, Refugees and Citizenship Canada    Immigration, Réfugiés et Citoyenneté Canada

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

# Thank you for 15 years

CARE Centre salutes our founding organizations and supporters



## Ontario



# THANKS AND ACKNOWLEDGEMENTS



*CARE Centre IENs from Kababayan Multicultural Centre's New Horizons for Seniors Project with Flor Dandal and Albert Quirante*

Access Alliance Community Health Centre  
 Access Centre for Regulated Employment  
 Alzheimer Society of Hamilton and Halton  
 Baycrest Health Sciences  
 Bayshore HealthCare  
 Bredin Centre for Learning  
 Centre for Addition and Mental Health  
 CanadaBound Immigrant  
 Canadian Nurse  
 Canadian Nurses Association  
 Canadian Nurses Foundation  
 Centre for Education and Training  
 Chinese Professionals Association of Canada  
 College of Nurses of Ontario  
 Conference Board of Canada  
 Connecting Nurses  
 Credit Valley Hospital  
 Desi News  
 Fanshawe College  
 Four Villages Community Health Centre  
 George Brown College  
 Georgian College  
 Grand Canyon University  
 Halton Multicultural Council  
 HealthForceOntario - Access Centre for IEHPs  
 Holland Bloorview Kids Rehabilitation Hospital  
 Hospital News  
 Immigrant Women's Centre  
 India Rainbow

Iran Star  
 Kababayan Community Centre  
 KEYS Job Centre  
 Kingston Community Health Centres  
 Kingston General Hospital  
 Kingston Immigration Partnership  
 Laser Reproductions  
 London InterCommunity Health Centre  
 London Health Science Centre  
 Loyalist College  
 Markham Stouffville Hospital  
 McGarrell Place  
 McMaster University  
 Mohawk College  
 Mount Sinai Hospital  
 Niagara Folkarts Multicultural Centre  
 North York General Hospital  
 NurseNewline  
 Nurses Education Inc.  
 Office of the Fairness Commissioner  
 Ontario Council of Agencies Serving Immigrants  
 Ontario Hospital Association  
 Ontario Nurses Association  
 Ontario Telemedicine Network  
 Ontario Works  
 Paradise Developments  
 Peel Senior Link  
 PeopleCare Oakcrossing London  
 PRINTBRAIN  
 Punjabi Community Health Services  
 Registered Nurses Association of Ontario  
 Registered Practical Nurses Association of Ontario  
 Revera  
 Ryerson University  
 Skills for Change  
 St. Clair College  
 St. Elizabeth Health Care  
 St. John's Rehab Hospital  
 St. Joseph's Healthcare  
 St. Lawrence College  
 St. Michael's Hospital  
 Sunnybrook Health Sciences Centre  
 The Maytree Foundation



The Hospital for Sick Children  
 The Maytree Foundation  
 The Scarborough Hospital  
 Toronto Region Immigrant Employment Council  
 Toronto Rehabilitation Institute  
 Touchstone Institute  
 Trillium Talent Resource Group  
 Unison Health and Community Services  
 Victorian Order of Nurses  
 WEST of Windsor  
 WIL Employment Connections  
 William Osler Health System  
 Women's College Hospital  
 WoodGreen Community Services  
 Yee Hong Centre for Geriatric Care  
 YMCA LINC Assessment Centre  
 York University

## Board of Directors

Yasmin Bhatia  
 Ella Ferris  
 Saleem Hall  
 Jean-Jacques Rousseau  
 Harpreet Sachdev  
 Janet Kwansah  
 Melissa Kwok  
 Jaffer Sunderji  
 Lucia Yiu  
 Pamela Zabarylo

## Staff

### Management Team:

Executive Director: Susan VanDeVelde-Coke  
 Program Manager: Joanne Roth  
 Office Coordinator: Corrine LeBlanc

### Case Managers:

Loy Asheri  
 Michelle Gordon  
 Maria Krumov  
 Anaar Shariff  
 Norma Tomlin  
 Lourdes Vicente  
 Anna Wilson

Professional Practice Lead: Ruth Wojtiuk  
 Employer Engagement Lead: Hossein Khalili

Member Services Coordinator: James Wilkie  
 Administration, Client Services: Robina Iqar

PASS Coordinator: Meghan Wankel  
 PASS Assistant: Nicholas Ghadiri

Communications Specialist: Tina Novotny  
 Communications Assistant: Tim Matharu



*Case Managers and member IENs Maria Krumov, Mercy Varghese and Loy Asheri, and member IEN and 2013 Joan Lesmond IEN of the Year Award-winner Edsel Mutia were featured in a video presented at the RNAO Health Workplace Environment Institute in September 2015.*



## Supporting Nurses Back into Practice

### Kingston Office

c/o KEYS Job Centre  
182 Sydenham Street  
Kingston, ON, K7K 3M2  
1-343-363-1433

### Toronto Office

620 Wilson Avenue  
Suite 200  
Toronto, ON, M3K 1Z3  
416-226-2800

### Hamilton Office

100 James Street South  
Suite 2  
Hamilton, ON, L8P 2Z2  
1-905-521-1777  
1-866-515-0018 (toll free)

### London Office

c/o Access Centre  
171 Queens Avenue  
Suite 320  
London, ON, N6A 5J7  
1-519-719-1793

### Windsor Office

c/o WEST of Windsor  
647 Ouellette Ave  
Suite 201  
Windsor, ON, N9A 4J4  
1-519-719-1793

### Brampton Office

c/o Skills for Change  
21 Nelson Street West  
Unit 1A  
Brampton, ON, L6X 1B6  
416-882-5226

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

Visit [www.care4nurses.org](http://www.care4nurses.org) to make a donation



[info@care4nurses.org](mailto:info@care4nurses.org)

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