

# Mentoring Internationally Educated Nurses to Successful Integration into the Canadian Health Care System: Canadian Nurses Association + Pre-Arrival Support and Services Mentorship Program

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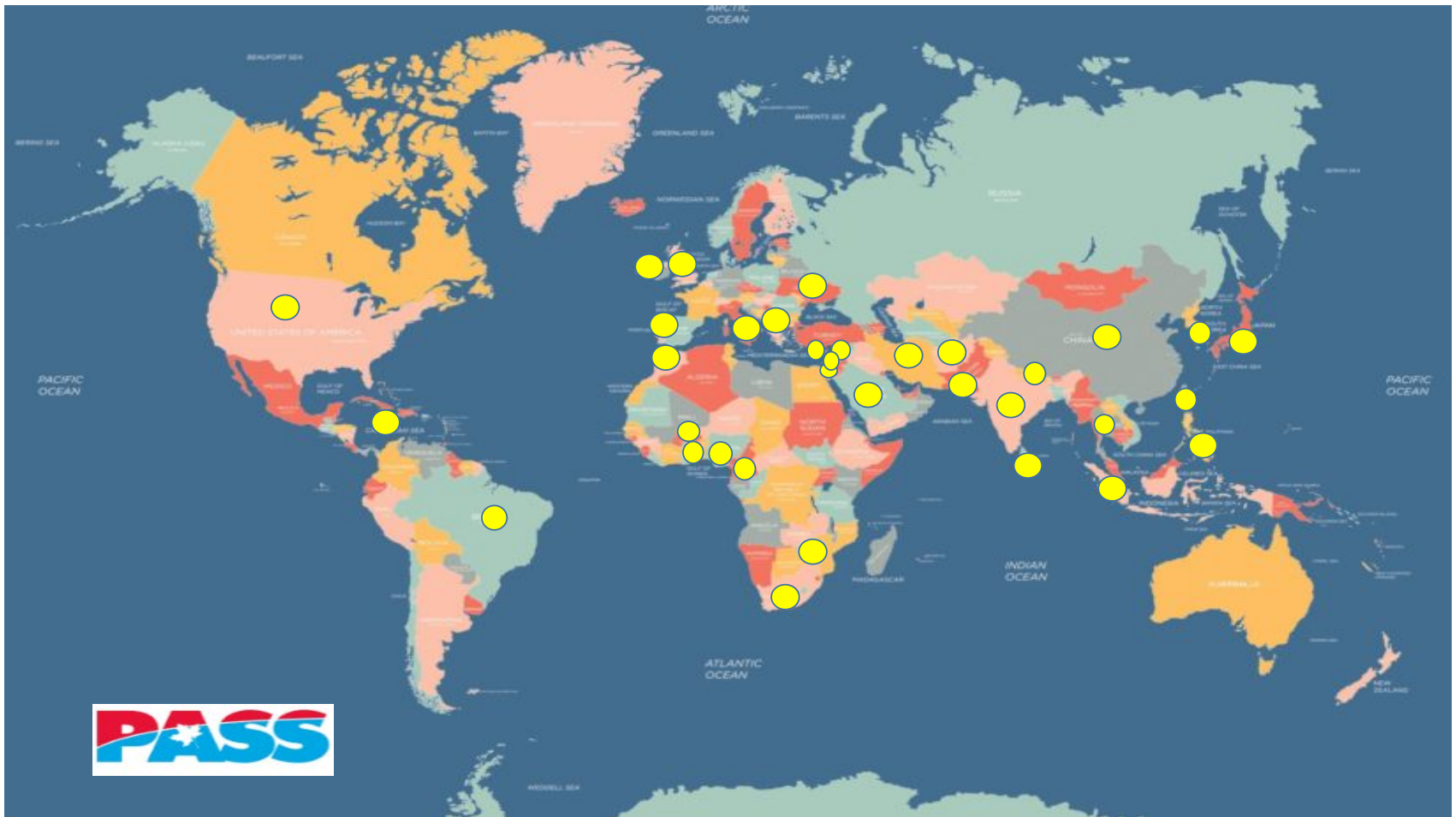
# CARE Centre for IENs:

- Started in 2001; provincially-funded through Ontario Ministry of Citizenship and Immigration
- Assists IENs to achieve registration and employment as RNs and RPNs
- Case management approach to supporting IENs
  - One-on-one unlimited support from case managers
  - Partnerships and referrals to health, regulatory, language/communication, academic, employment, settlement, financial and community, resources
- Funding for PASS received by Immigration, Refugees and Citizenship Canada (IRCC) in 2014

# Pre-Arrival Supports and Services (PASS)

- Nationally scoped, for nurses planning immigration to Canada
- No cost to participants with eligibility:
  - Proof of graduation from a nursing school
  - Proof of immigration confirmation
- 100 hours of online programming
- Live information, orientation and employment webinars
- Online nursing-specific communication courses
- Case management and referrals upon arrival in Canada
- **Mentorship connections to senior/expert nurses through Canadian Nurses Association**

# Where are the IENs from?



# CNA-PASS Mentorship Program: Mission and Goals

**Mission:** Experienced nurses will provide support for the integration of internationally educated nurses by sharing education, wisdom, life and career experiences through direct interaction.

## Goals

| <b>Mentor</b>                | <b>Mentee</b>                     |
|------------------------------|-----------------------------------|
| Self-fulfillment             | Increased competence              |
| Learning, growth, leadership | Increased confidence and security |
| Meaningful volunteer work    | Expansion of networks             |
| “Pay it forward”             | Leadership development            |
| Maintain nursing networks    | Insight                           |

# CNA-PASS Mentorship Program: Attributes and Processes

- CNA recruited expert/senior/retired nurses from across Canada
- Orientation webinars for mentors and mentees prior to connection
  - Policies and procedures
  - Diversity issues/barriers facing IENs in Canada
  - Problem-solving
- Canadian nurse mentor/IEN nurse mentee matches made based upon intended province and shared clinical backgrounds
- Connections online over email or Skype; largely pre-arrival
- Number of connections based upon mentee arrival in Canada
- Periodic evaluations sent post-connection



# CNA Mentor Experiences

Diane

Jeannie

Jeba



# IEN Mentee Experiences

Maggie



Dawn





# Recommendations for Next Steps

- More PASS staff to provide greater assistance throughout mentorship process
- More time to introduce and connect IENs to mentees post-arrival
- Continue to reinforce the value of connecting with a mentor
- Streamlining the orientation process to facilitate quicker connections
- Offering other methods for IENs to connect with mentors, i.e. participation in guest webinars
- Engaging Canadian nursing leaders for Professional Development sessions

# Questions?

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# THANK YOU!

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