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**

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

www.care4nurses.org

www.pass4nurses.org

www.cna-aiic.ca