

# Pre-Arrival Supports and Services (PASS)

## A “PASS” FOR SUCCESS

### CARE Centre’s Pre-Arrival Supports and Services: 1 Year In



Funded by:



Immigration, Refugees  
and Citizenship Canada

Financé par :

Immigration, Réfugiés  
et Citoyenneté Canada

# Pre-Arrival Supports and Services (PASS)

- ❑ Pre-arrival IENs planning immigration to Canada
- ❑ Supports and services to:
  - Start assessment sooner
  - Prepare for registration and employment
- ❑ Free
  - Graduation from a nursing school
  - Immigration confirmation



Source: [www.businessinfocusmagazine.com](http://www.businessinfocusmagazine.com)

# PASS OVERVIEW

- ❑ 100 hours of programming
- ❑ Live information, orientation and employment webinars
  - Pre-recorded options available upon request
- ❑ 2 online nursing communication courses
- ❑ Individual case management and guidance
- ❑ Mentorship connections through Canadian Nurses Association

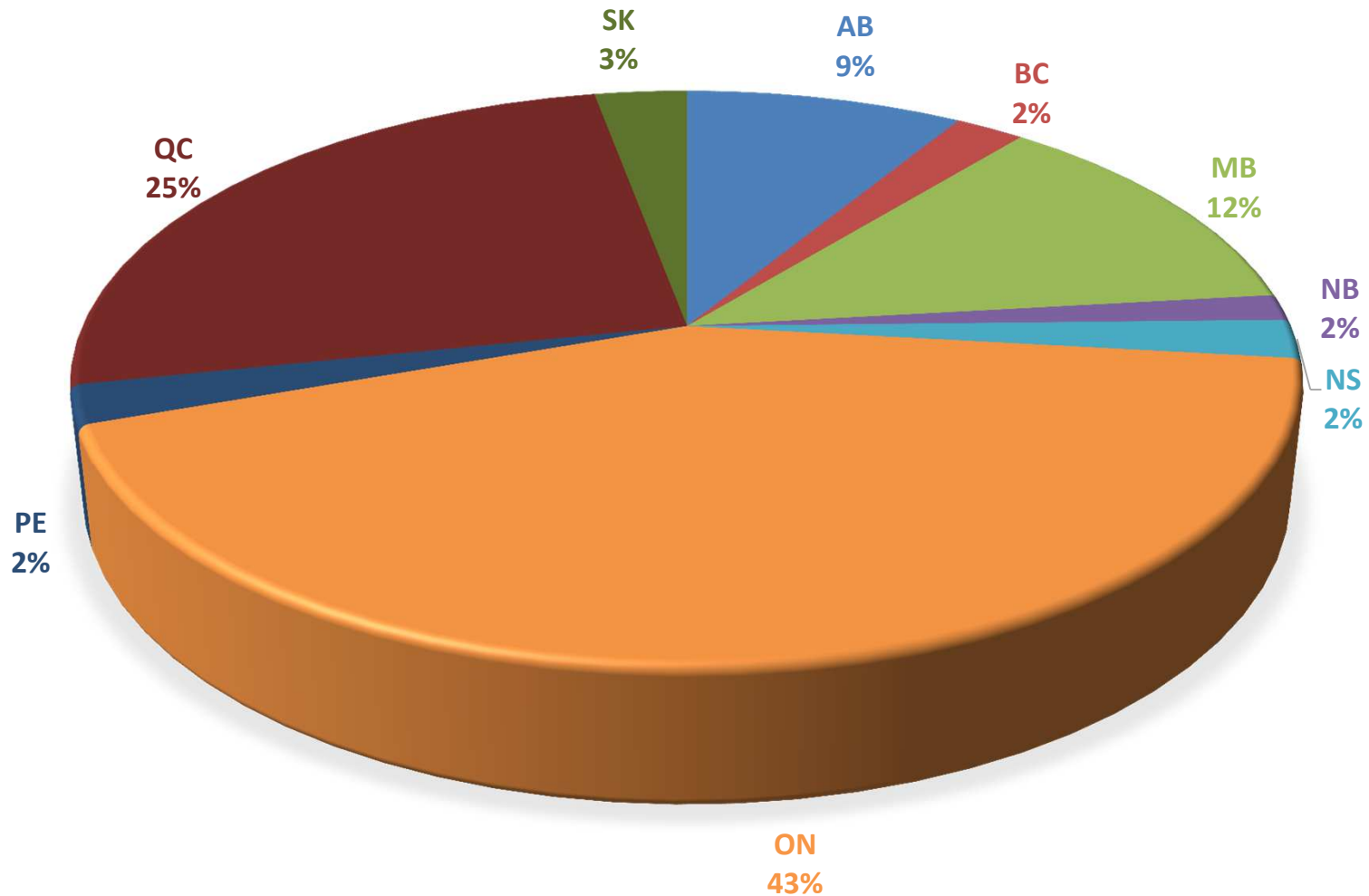
# KEY EVALUATION QUESTIONS

1. How effective overall was the PASS program model in meeting the needs of participants related to achieving nursing registration and employment in Canada?
2. Did participants receive appropriate information and services to meet the needs of participants related to achieving nursing registration and employment in Canada?
3. Did participants receive the requisite knowledge and skills related to Canadian nursing and health care system?
4. Did participants gain meaningful connections to communities, regulatory bodies and public institutions in the Canadian nursing field?
5. What service delivery model will best meet the needs of pre-arrival IENs?
6. How effective were the particular services offered by PASS, specifically case management, orientation/employment webinars and mentorship?
7. What impact did PASS have on project participants?

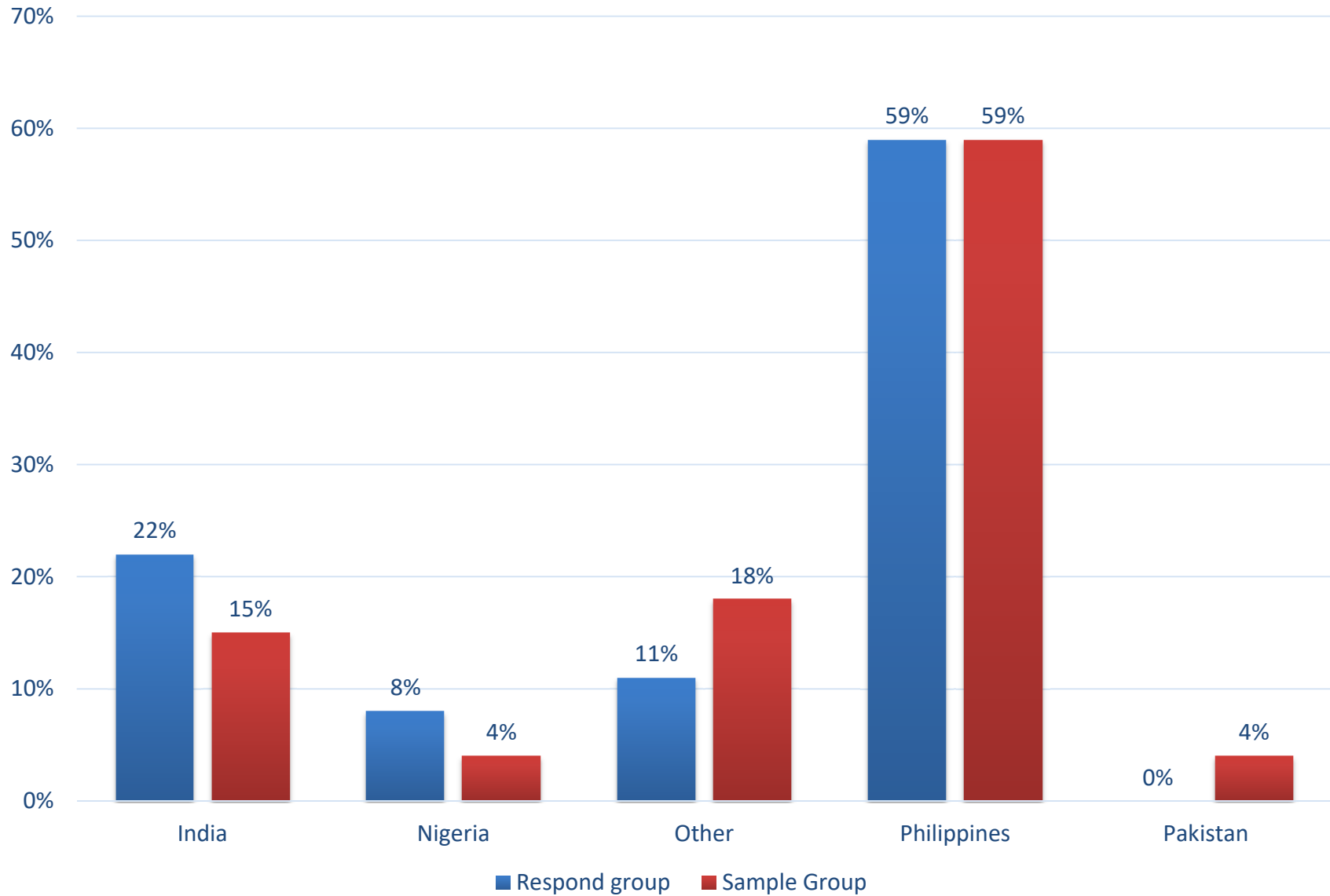
# Methodology

- Document review
- Analysis of statistics
- Environmental scan (web research) - other pre-arrival services
- Interviews with stakeholders and staff
- Online survey of PASS participants

# Participant Destinations in Canada



# Country of Origin of Survey Sample and Respondent Group



# Achieving Nursing Registration and Employment in Canada

- Re: Nursing Registration Process
  - 100% of respondents found program “useful” in helping them understand and navigate
  - 76.5% of those responded with “very useful”
- Re: Employment
  - 100% rated program “useful”
  - 72% rated “very useful”



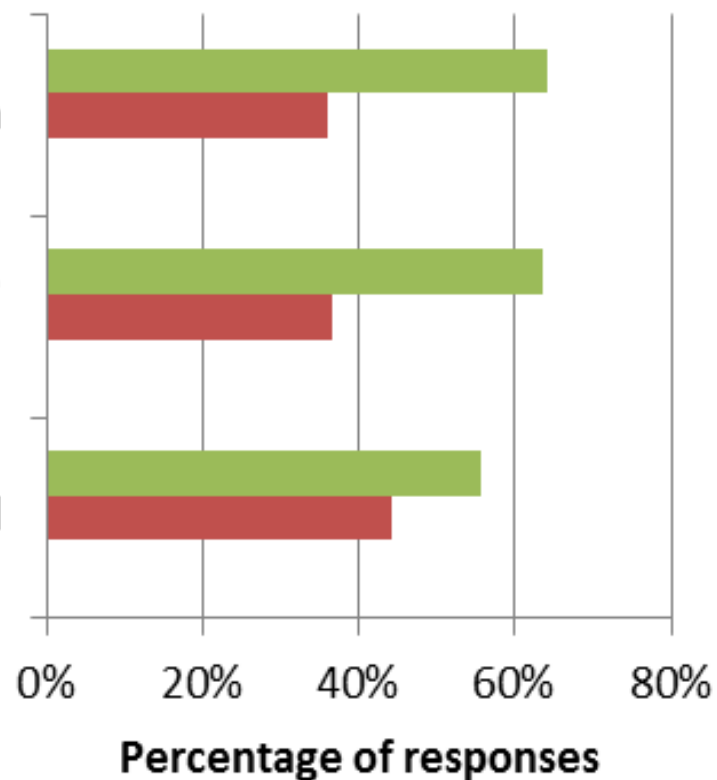
# Appropriate Information and Services

## PASS information and service

Specific help and guidance from PASS staff about the registration process

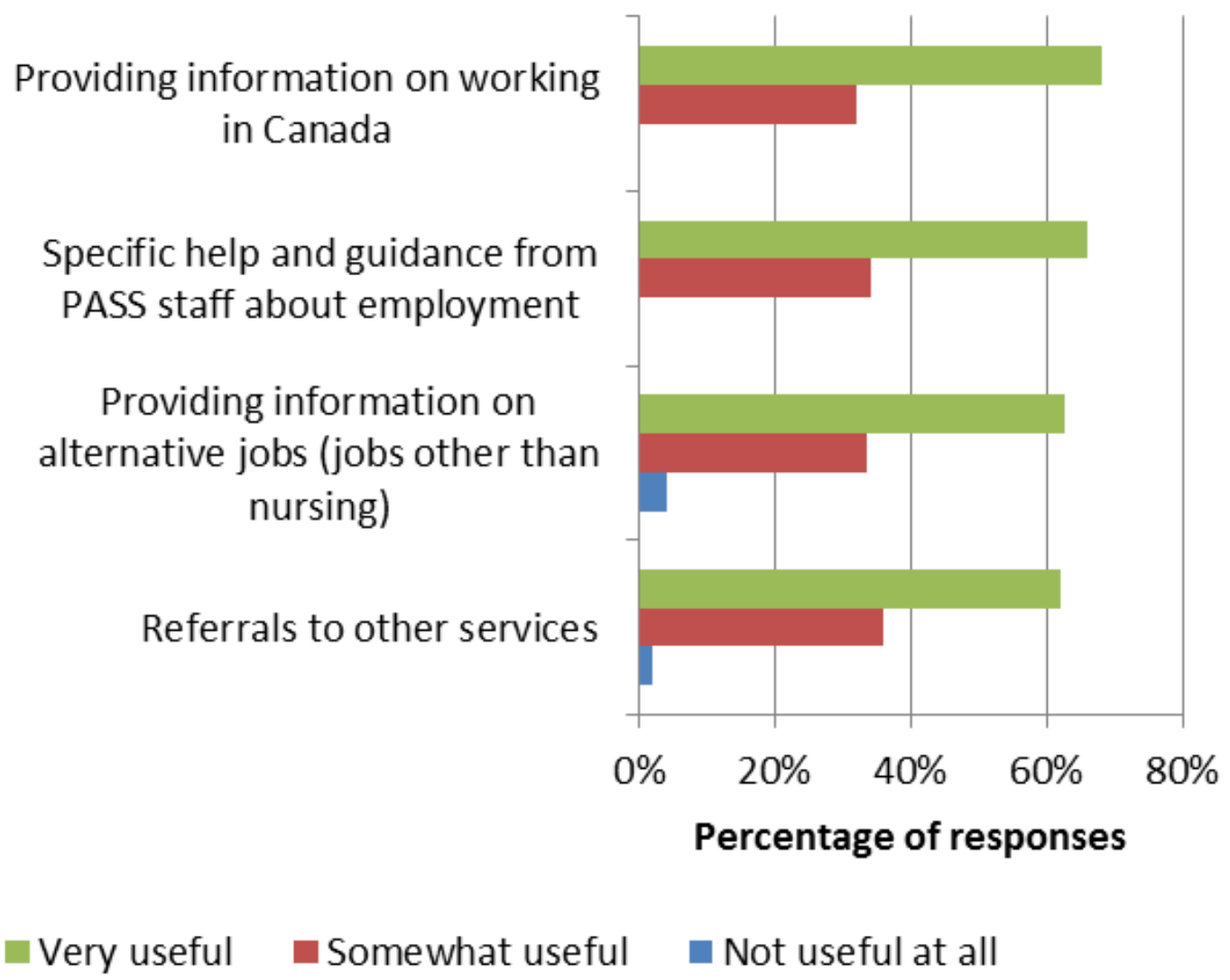
Providing information on the registration process

Referral to National Nursing Assessment Service (NNAS) and nursing regulatory body



■ Very useful   ■ Somewhat useful   ■ Not useful at all

**PASS  
information  
and service**



## Comments – Nursing Registration:

“Very helpful in giving me insights on how the nursing profession is in Canada, and showing me what to expect when I arrive in Canada.”

“PASS services are very useful in all forms...The service will provide an IEN all the information regarding the necessary documents needed to prepare, even the things for them to be ready in preparing for the examination if required...”

## Comments - Employment:

“Excellent webinars on resume building and transferable skills. Quite useful.”

“PASS is providing participants information about the job market. Not only about your specific work but they are also providing information on alternative work for us to be busy with while waiting for the completion of licensing.”

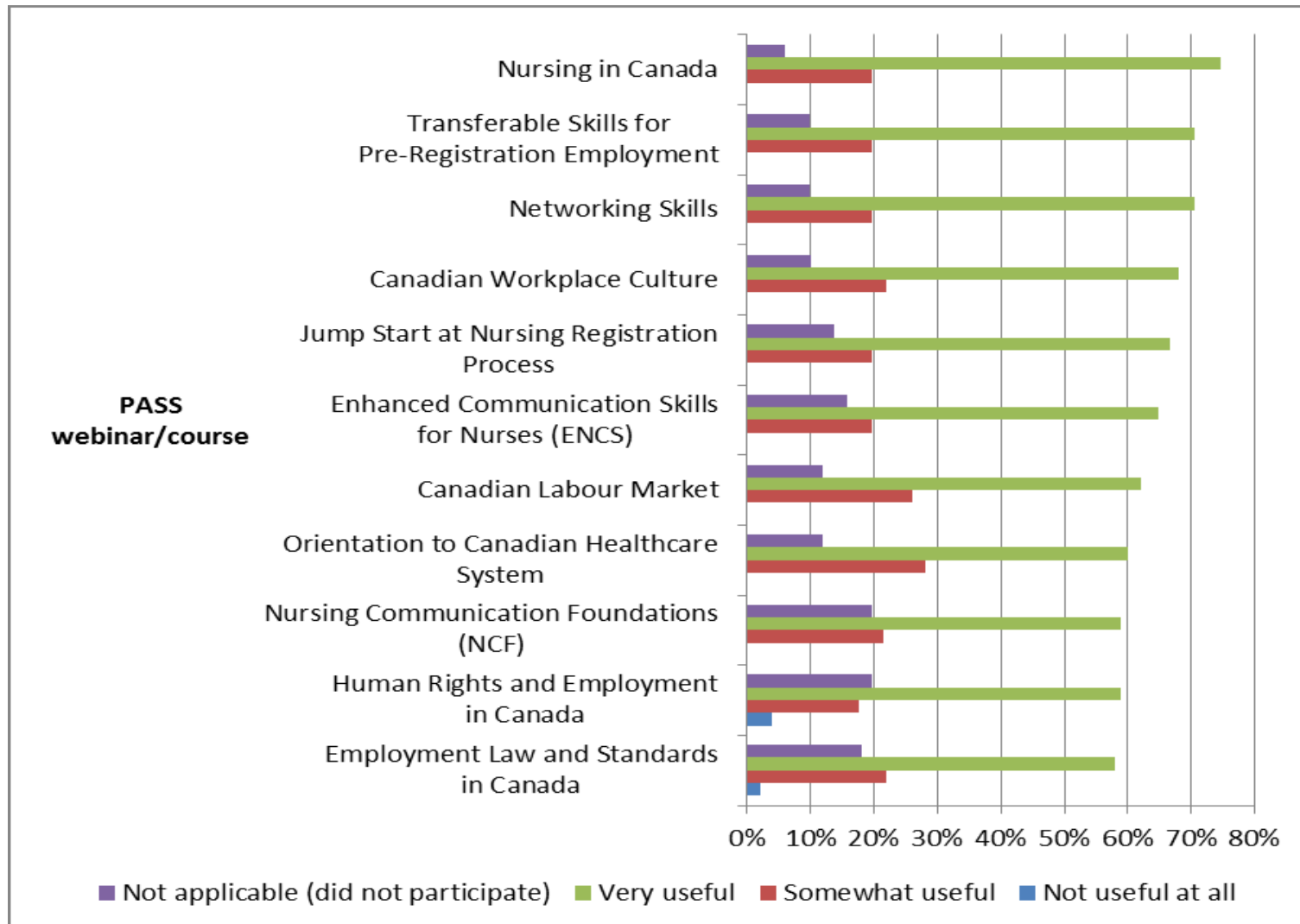
# Areas of Improvement: Appropriate Information and Services

“If they can be more specific on the steps on how to register as a nurse in a certain province that would be great.”

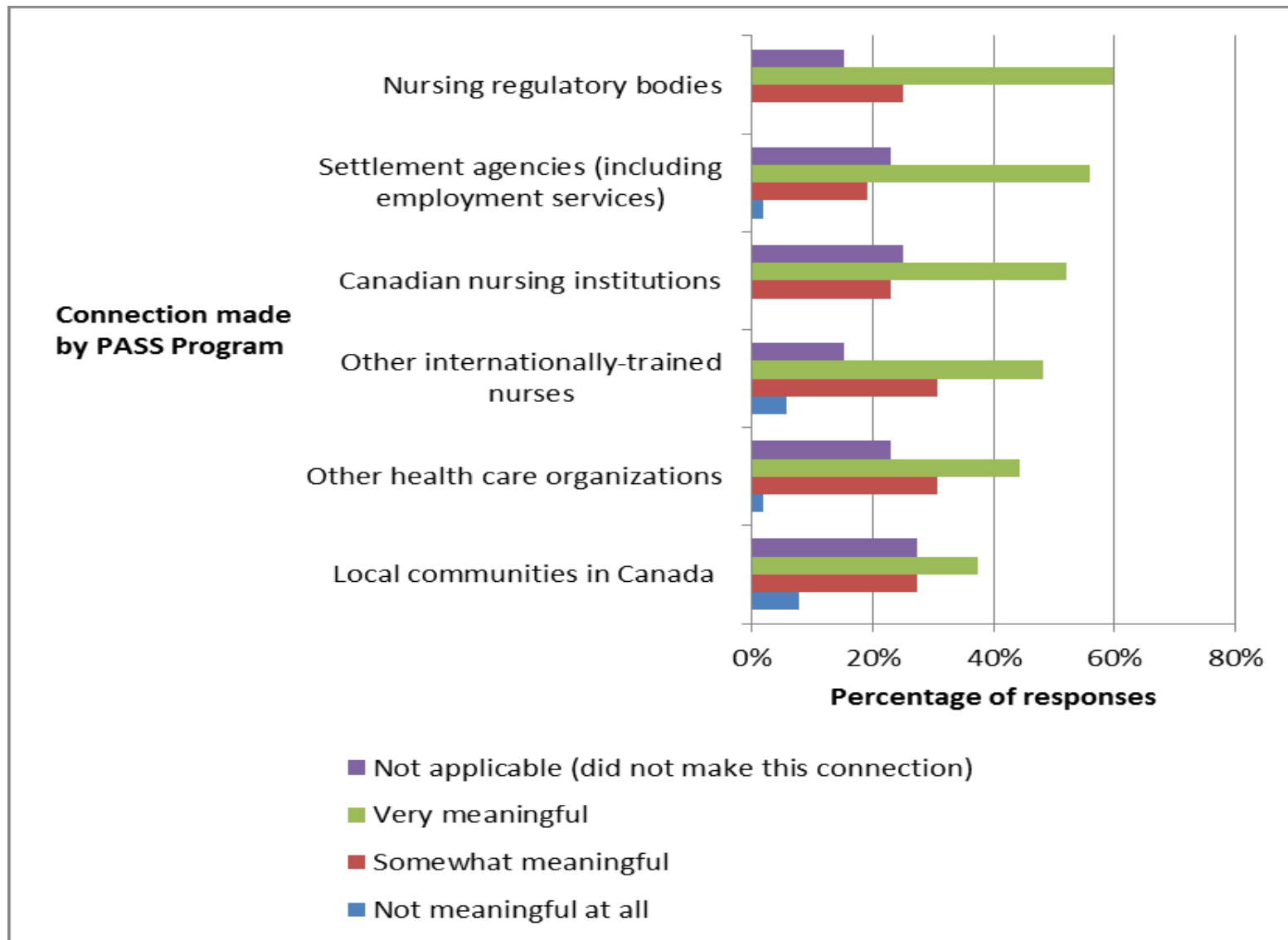
“Alternative careers options are discussed but if PASS can provide internships or Co-Op programs in which IEN upon landing can start working in health care while they complete the Registration process with CNO.”

“Would be much better if they will still continue to assist/answer some inquiries from us when we get to Canada.”

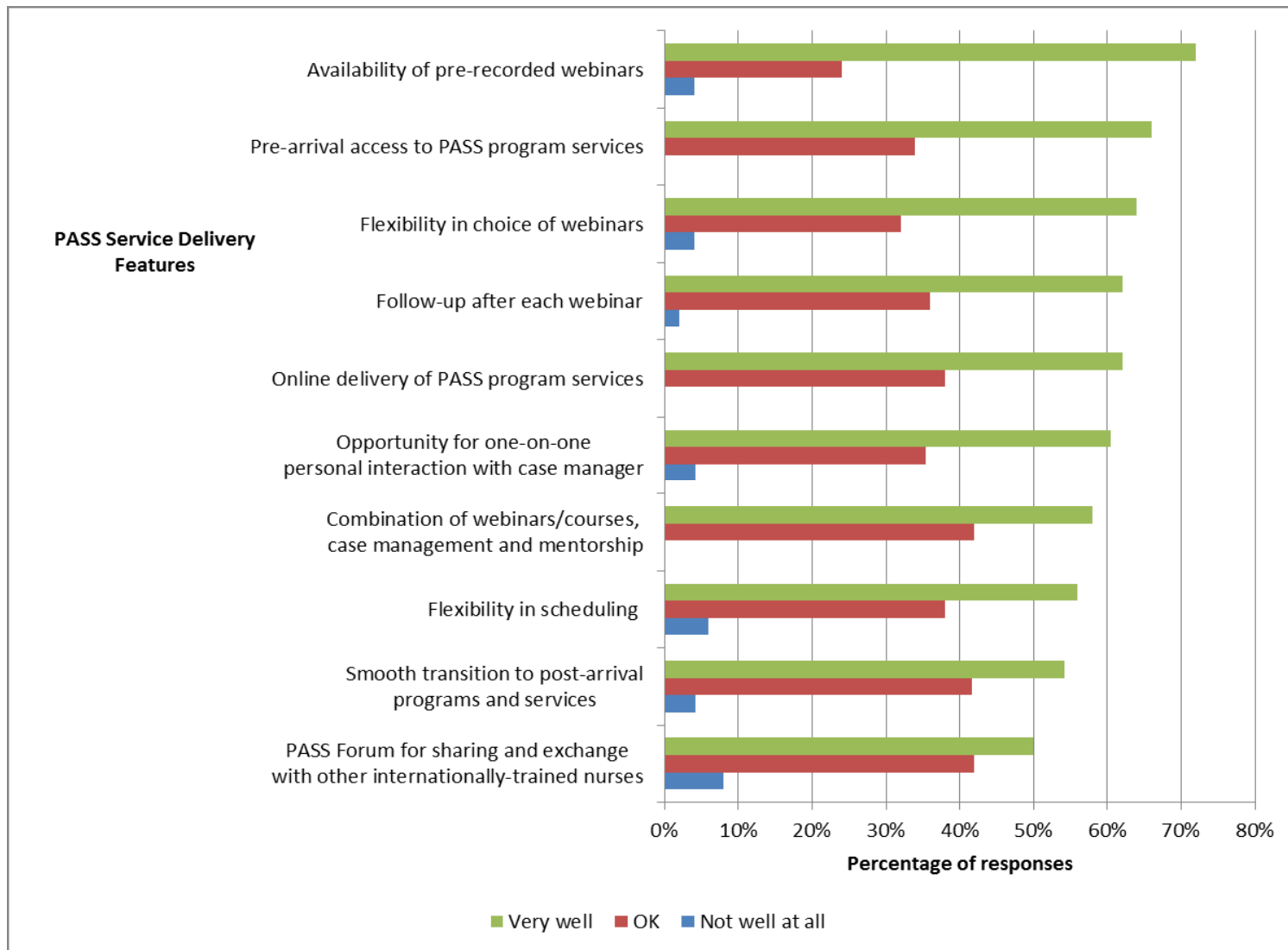
# Knowledge and Skills Related to Canadian Nursing and Health Care



# Meaningful Connections

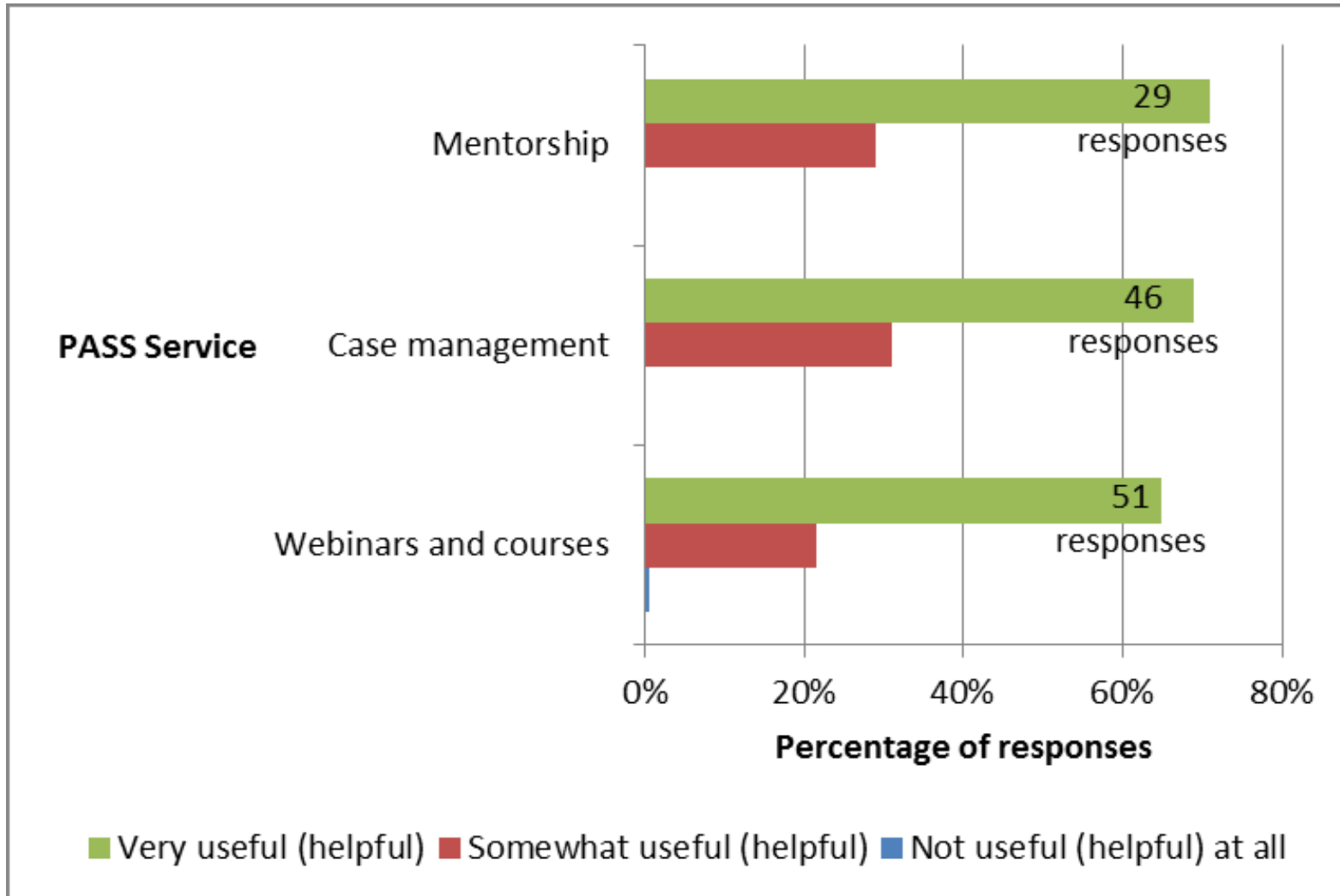


# Service Delivery Model





# Case Management, Webinars + Mentorship



# Comments on Case Management

“Gave me a lot of reassurance before arrival.”

“It identified and met my individual needs.”

# Comments on Webinars

“Each webinar is informative and easy to understand. For IENs to understand Canadian Nursing profession, attending webinars from PASS program is an excellent step to start with.”

“They were all very useful, it made my transition process easy.”

“Communication skills courses would be better if it is according to the IENs language level.”

# Comments on Mentorship

“My mentor gave me job insight and other resources that could help with employment.”

“I haven't used much of mentorship. How I wish I did. I've been busy this past few months before my flight. I hope this program will still be available to help (when needed) when I'm in Canada already.”

“Was not able to participate in mentorship webinars as we landed in Canada before it.”

# PASS Impact

## Themes:

- Increased understanding of nursing and the health care system in Canada
- Helped participants work through the nursing registration process
- “Eye opener”
- Emotional preparation; reduced anxiety level

# Conclusions/Observations

- Appropriate information/services received
- Meaningful connections to communities, regulatory bodies and public institutions
- Overall effectiveness of services
- Overall positive impact on project participants
- Majority felt the delivery model met their needs

# 5 Suggestions for Improvement

1. Further customize services to available time pre-arrival
2. Investigate participant needs
3. Develop employer connections for alternative careers
4. Explore possibility of post-arrival services
5. Implement other measures of effectiveness

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# THANK YOU

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