

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

Meghan Wankel, MA, BA; Diane Stephenson, BScN, MA; Nicholas Ghadiri, BA; Joanne Roth, BA; Ruth Lee, RN, MScN, PhD; Junlex Doydora, RN; Ismail El Assaad, RN; Grace Felix, RPN, BScN



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

Mentor	Mentee
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



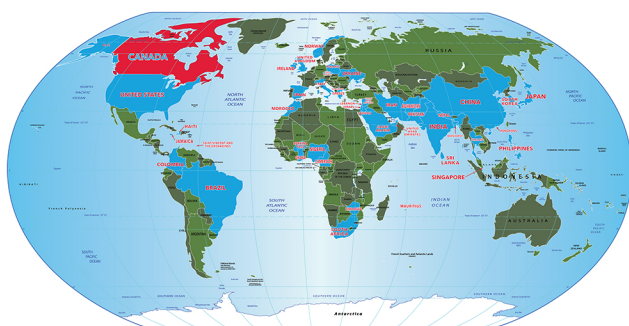
CARE Centre for IENs:

- Started in 2001; funded by the Government of Ontario
- 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
- Over 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: Attributes and Processes

- CNA recruits 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, shared clinical background/interests
- 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

Ottawa-based nurse; helped create and design CNA-PASS Mentorship Program

Clinical specialties: oncology, critical care, cardiovascular and administration

Jeba

RN, rural Ontario

Clinical specialties: community, emergency, gerontology, medical-surgical and perinatal

Experience in diverse settings: acute care, medical/surgical, labour and delivery, geriatric care and Medevac

Jeannie

Served as Head Nurse and Unit Manager; on council with CARNAs

Specializations: emergency, gerontology, medical-surgical, oncology, perianesthesia, perioperative and rehabilitation

Passionate about rural nursing

"I wish to share my experiences in front-line and has a head nurse. I'm committed to helping IENs. It's very self-satisfying and rewarding to help them and connect with other nurses. It also gives me a chance to promote and advocate for rural nursing."

IEN Mentee Experiences

Maggie

Specialties: oncology, cardiovascular, orthopaedic

"I thought it was necessary to familiarize myself with the Canadian nursing system and knowledge. My mentor is excellent. Every time I email her my queries she is able to provide the answers. I really appreciate that my mentor spends time with me."



Dawn

Specialties: emergency, ambulatory care

"My mentor was very helpful to me. She guided me on what steps to take to be able to continue on with the registration process and on top of that, to find a job and to find avenues where I can improve my skills."

Recommendations for Next Steps

- More PASS staff/resources to provide greater assistance throughout mentorship process
- More time to introduce and connect IENs to mentees post-arrival
- Continuing 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



Supporting Nurses Back into Practice

www.care4nurses.org

Funded by:

Financé par :



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada



Funded by