



CLIENT SERVICE CHARTER

The HHS Internationally Educated Nurse (IEN) Integration Program commits to providing service excellence to our participants. We support IENs with their nursing journey in Ontario by providing a case management approach, and helping IENs with the development of an individualized learning plan to meet their learning needs, thereby enhancing their communication and clinical nursing skills. Our goal is to ensure that our participants are provided with mentorship and experiences thereby making them job-ready. Once hired in a commensurate role, the IEN Integration Program continues to support their integration into the Canadian healthcare system.

Who we are?

The Government of Ontario, Ministry of Labour, Training and Skills Development (MLTSD), has renewed funding of Hamilton Health Sciences' Internationally Educated Nurse (IEN) Integration Program, for the period, October 1, 2021 to September 30, 2024. The Program previously received funding since 2009 from the Ministry of Citizenship and Immigration (MCI) and the Ministry of Training, Colleges and Universities (MCTU). The Project team developed a Community Collaboration Employment Model for bridging the gap for IEN nurses working with community and academic partners.

The workforce integration program targets two groups:

- Internationally Educated Nurses who have received a letter of direction from the College of Nurses of Ontario (CNO) to write either the RN/RPN Registration exams or who have their registration and are seeking their first nursing job in Ontario
- Internationally Educated Nurses who have passed either the RN/RPN Registration exams and have lost their evidence of practice after April 1, 2019 (Nursing Evidence of Practice Pilot)

Our commitment is to provide

- Respectful, knowledgeable, quality service on a timely basis
- Access to current employment and career information
- Confidentiality
- Referral to other community resources, as needed

Client Complaint/Compliments & Resolution Process. The HHS IEN Integration Program places a high value on service quality by encouraging and responding to client feedback within five business days. The Project Manager and Project Lead will review client feedback, attempt to address concerns and provide a solution or referral to appropriate resources.

- Contact Sarah Quan, Project Manager at (905) 521-2100 x 77512, quansar@hhsc.ca
- Janice Collins, IEN Coordinator, (905) 521-2100 x 77511, collinsj@hhsc.ca

- Charissa Cordon, Project Lead, HHS Chief of Nursing Practice, cordonc@hhsc.ca

Delivery Site & Hours of Operation

- Office is located at 293 Wellington St. North, Suite 103, Hamilton, ON L8L 8E7
- Hours of operation, 8-4 pm, Monday to Friday, appointments available on request



This Employment Ontario program is funded in part by the Government of Canada and the Government of Ontario