



Best Employers for New Canadians

2008

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Providence Health Care

<http://www.providencehealthcare.org>

Employer Description

Providence Health Care is Canada's largest Catholic-owned healthcare organization, providing services from seven facilities in Vancouver. It provides healthcare services to 30 percent of residents in Vancouver's coastal health region, and specializes in cardiac, renal, HIV / AIDS, mental health and elderly healthcare delivery and research.

Established: 1894 **Major hiring locations:** Vancouver **New jobs created last year:** 93 **Full-Time Employees:** 3153 **Workforce engaged on a contract basis:** 5% **Revenues:** \$566 million

Providence Health Care was selected as one of the Best Employers for New Canadians (2008) for:

- ▶ Recognizing years of international experience when determining the starting wage rate for new Canadian hirees
- ▶ Operating a training and orientation program for internationally-educated nurses
- ▶ Providing various onboarding programs to help internationally-trained nurses adjust to nursing in Canada

Our Reasons for Selection:

Recognizing International Work Experience

Providence Health Care recognizes the international work experience of new Canadian hirees and takes that into consideration when determining their starting salaries. The organization places as much value on international work experience as they do international educational qualifications.

I sent out so many applications, but nobody wanted to give me a chance and hire me. If it weren't for this program I wouldn't be a Registered Nurse today. I had studied nursing in the Philippines before, and the program taught me a lot about the different equipment and products used in Canada that we don't have in the Philippines. Providence Health Care gave me a chance where other people closed their door on me...I really consider myself lucky.
- Ursula Po, Respiratory Medicine, St. Paul's Hospital

Training International Nurses

Providence Health Care provides 8-week paid work placements to internationally-trained nurses enrolled in British Columbia's Internationally Educated Registered Nurses Post-Licensure Project. After they complete the program, nurses are hired to permanent, full-time positions on the same unit where their preceptorship was undertaken. This enables internationally-trained nurses to continue to receive support from the same colleagues as they transition from a work practicum appointment to permanent, full-time employment.

This program is beneficial to foreign trained nurses like me who want to be integrated into the Canadian healthcare system. It was a very challenging journey for me but everyone here at Providence Health Care was helpful and welcoming. I was supported all the way and never felt left out. I am forever grateful for all the people who made this program and training possible. It's one of the best things that happened in my life.

- Arlene Lorico, Acute Medicine, St. Paul's Hospital

Onboarding Programs for Nurses

Internationally-trained nurses may be unaccustomed to healthcare delivery in a multicultural, multifaith patient population. To address this need, Providence Health Care holds lectures and workshops on the cultural aspects of healthcare delivery for new Canadians who have not worked in a multicultural environment before. The organization also produces training materials and other in-house resources on how to deliver culturally-appropriate healthcare.

New Canadian employees also attend general new employee orientation sessions, in addition to unit- and job-specific orientation sessions. New employees are assigned an employee buddy or work 'shadow' shifts with a senior employee. After the orientation period, new Canadian employees can also receive additional support in the form of mentorships or extended job shadowing assignments.

Like most nurses coming from other countries I was really scared to work in a big hospital because of my English and cultural issues. I am from China and in my culture we don't connect very much with patients who are drug users or have HIV/AIDS. This program taught me a lot about how this is done in Canada, helped me with my English and gave me the confidence to work here. My leaders and colleagues at Providence Health Care helped me to learn about the cultural differences and are very supportive of me... I don't want to go and work anywhere else. I love it here at Providence Health Care.

- Lisa Liu, Respiratory Medicine, St. Paul's Hospital