



Best Employers
for New Canadians

2008

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St. Michael's Hospital

<http://www.stmichaelshospital.com>

Employer Description

St. Michael's Hospital is a leading Catholic teaching hospital affiliated with the University of Toronto. It is recognized for its excellence in clinical care and education in neurosurgery, trauma and critical care, heart disease and cancer. The hospital recently completed extensive upgrades and renovations to its cardiac and neurosurgical facilities, and has begun construction of an expanded, state-of-the-art patient care wing.

Established: 1892 **Canadian Locations:** Toronto **Full-Time Employees:** 3323 **New jobs created last year:** 101 **Workforce engaged on a contract basis:** 3.6% **Years longest serving employee has worked here:** 43 years

St. Michael's Hospital was selected as one of the Best Employers for New Canadians (2008) for:

- ▶ Being one of the first employers in Canada to introduce a formal mentorship program for internationally-trained professionals
- ▶ Teaching other organizations how to create mentoring programs for immigrant jobseekers or employees
- ▶ Operating a special training and educational centre for internationally-trained nurses
- ▶ Referring new Canadian job applicants to credential assessment agencies during the hiring process
- ▶ Providing paid internships to new Canadian jobseekers

Our Reasons for Selection:

Mentoring Internationally-Trained Professionals

In 2000, St. Michael's Hospital became one of the first employers in Canada to create a formal mentorship program designed exclusively for recent immigrants. Their Internationally Trained Professionals Mentorship Program matches an employee with a new Canadian for a 6-month term in a variety of professional fields such as finance, logistics, library science, IT and human resources. New Canadian participants make connections with professionals working in their fields, have their resumes critiqued, practice their interview

skills and are introduced to Canadian workplace culture.

Sharing their Mentorship Model

The success of their mentorship pilot program led to the publication of *Making Connections: A New Model of Mentoring for Internationally Trained Professionals*, a guidebook for organizations interested in creating similar programs. Over 2000 copies have been requested by employers, government departments and non-profit organizations hoping to develop their own mentorship programs for new Canadians.

St. Michael's also advises on new and emerging immigrant mentorship programs for other healthcare providers, engineers and social workers. The hospital's mentorship program has been recognized in academic literature, at national and international conferences and by policy makers around the world.

I don't believe I would be here today without the support and opportunities that came from my experience at St. Michael's...It opened so many doors for me and gave me the change to earn a living in a field where I feel very satisfied"
- Doris Garzon, former Internationally-Trained Professionals Mentorship participant

Helping Internationally-Educated Nurses

St. Michael's Hospital is also a founding member of the CARE Centre for Internationally-Educated Nurses. The CARE Centre offers new Canadian nurses a special program designed to help them obtain their Ontario nursing licence.

Through this program, candidates assess their clinical skills, enrol in refresher or exam review courses and workshops, take part in job shadowing or work placement opportunities, receive job search advice, develop their English language skills and review their career goals. At the end of the program, nurses educated abroad will be ready to write the College of Nurses of Ontario / CNO registration exam. The program can be completed on a full- or part-time basis.

Advising Immigrant Job Applicants

St. Michael's helps prospective employees have their international training recognized through credential assessment agencies, such as World Education Services, universities or relevant professional associations early in the hiring process.

Providing Paid Internships

St. Michael's Hospital also provides paid, career-track work experience to new Canadians participating in the Career Bridge internship program. The hospital has hired many of their former interns.

When you move to a new environment, there are many adjustments that need to be made and finding a job can be very stressful and frustrating...Because of my positive experience through Career Bridge at the Hospital, I now feel fully satisfied that I'm using my skills to move forward and to do my very best. I'm focused, I have a clear goal and I'm driven to show others the value of my talents and expertise. And that to me is very fulfilling.
- Deepshikha Khatter, former Career Bridge pharmaceutical intern who came to Canada with an MBA and 12 years of international experience in marketing for major drug firms