





Annual Report 2017 April 1st 2016 - March 31st 2017





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Building a strong foundation



Board Chair

Message

It is with pleasure that I have this opportunity to address our members, partners, stakeholders, and especially the internationally educated nurses who have used NNAS' services over the past fiscal year. As Chair, I have had the privilege of working with a passionate and knowledgeable team, including staff, Board members, all the executives of our jurisdictional member organizations, and the various volunteer members of the regulatory bodies whom produce the rich on the ground work that comes through our committees.

2016-2017 was another year of growth, and with that change, the goal to continuously improve our services, relationships and communications remained pivotal. To that effect, one of the most significant governance achievements of the past year was the Board's reflection on our stated goals or strategic outcomes. This work is continuing and we will keep you all informed and engaged as we continue with this review. Another milestone was the coming together of all the member regulatory bodies for a two-day workshop. The richness of this discussion helped shape the agenda for both the Board and committees. The Board supported two major initiatives'; review of the entry level competencies from each regulatory profession, and an exploration of "fresh" ways to interpret applicant advisory reports to ensure that results are fair and relevant. Commitments were also made to improve the website, create structures to allow better data collection and analysis, and to continue to reach out and link with our community stakeholders. Presentations at conferences, to other professional associations, and to IEN specific organizations took place over the year.

In this period, we also spent time within the CGFNS offices, meeting with staff, management, and the executive team to explore what we have learned over the past year, and to identify ways to continuously improve services. Our linkage with CGFNS was strengthened with the addition of a client relations officer whom routinely meets with NNAS Board and staff. We also started profession specific calls to explore matters that may uniquely impact either our RN, LPN or RPN jurisdictional members.

With appreciation, I would like to on behalf of the Board, acknowledge Raquelle Forrester, who assumed the interim Executive Director role after only a few months of employment with NNAS. She has worked tirelessly with the Board and regulatory bodies to ensure that she could competently fulfill this role. Sincere appreciations are also extended to Falguni Shah and Catherine Lazure who provide invaluable day-to-day services within NNAS.

Lynn Power, RN, MN Chair, National Nursing Assessment Service





Executive Director

Message

2016-17 was an exceptional year for NNAS as we saw a significant growth in the number of internationally educated nurse (IEN) applicants. I can't say that it surprises me that a growing number of individuals from around the world wish to work in Canada. In my opinion, our growth in IEN applicants speaks volumes about both our health care system and the welcoming culture of our nation.

Among our many great accomplishments in 2016 was the NNAS 2016 Inaugural Conference. We exceeded expectations by welcoming over 100 delegates who enjoyed an excellent agenda prepared by our Conference Advisory Committee. Delegates were treated to a number of diverse speakers and were given opportunities to network with both key partners in the field and IEN's. We were delighted to have presentations by the National Council of State Boards of Nursing (NCSBN) and the Canadian Institute of Health Information (CIHI) among others at the conference, as well.

I'm pleased to announce that the post-conference surveys provided some very positive feedback. 86 percent of our respondents felt the objectives of the conference were met, while 89 percent of the delegates felt the program content was both informative and thought-provoking. While these are strong numbers, NNAS continues to strive towards betterment and takes constructive criticism onboard in order to further improve our user experience. Keeping in mind some of the feedback we received, NNAS will endeavour to enhance our conferences by way of value-added content and to increase attendance numbers going forward.

It's important to us to meet and exceed the expectations of both our IENs and RBs. I'm happy to reveal that surveys conducted with both groups, over the past year, have resulted in some very positive feedback. NNAS welcomes any suggestions that will help us to better both our services and our relationships on a global scale. (Please direct suggestions to communications@nnas.ca)

In keeping with that mandate, as 2016 drew to a close, NNAS proudly hosted the New Zealand Council of Nursing at a meeting involving Canadian regulatory body members and international stakeholders. The NZ Council of Nursing shared valuable information about their unique IEN registration system and engaged in a meaningful dialogue with Canadian RB's. The webinar was both an intriguing and educational experience for all who participated.

I'm very much looking forward to the coming months and new fiscal year. Before 2017 is up, NNAS will be partnering with some of our stakeholders to develop highly informative and interactive webinars to assist IEN's with the process of becoming working nurses in Canada. Some of those webinars, in fact, will be of the live variety and will allow for Q&A sessions with IEN's. I look forward to launching the webinars throughout 2018.

Finally, I'd like to offer my heartfelt thanks to the NNAS board of directors, our regulatory body members, and our partners at CGFNS International Inc. for welcoming me as Interim Executive Director. I would also like to extend my sincere thanks to our Media Design & Analytics Intern, Aleksei Starikov for all his hard work and support.

I'm eager to embark on the journey ahead!

Raquelle Forrester

Interim Executive Director



Services & Activities

For the fiscal year 2016-17, 5,488 IENs applied to NNAS to initiate their registration journey from over 180 countries worldwide. The top five countries where IENs have applied from remains unchanged from the previous years: Philippines, India, USA, Nigeria, and the UK. You can see our top ten on the right.

The NNAS system was established to be, not only the single-point-of-access for IENs seeking licensure, for 21 regulatory bodies in Canada, but it was intended to allow for IENs to apply to more than one jurisdiction and more than one nursing discipline. The number of IENs who applied to more than one nursing discipline has greatly increased from last year's figure, jumping from 1,547 to 1,986.

Average processing time in weeks was improved upon this year, falling from 12 weeks to 10. We are still diligently looking to process advisory reports with greater accuracy and in a timelier manner in terms of the year ahead.

NNAS noted a significant increase in successfully answered calls and emails over the last fiscal year, addressing queries from our IEN's. Going forward we strive to improve on servicing our IEN's with even greater levels of service.

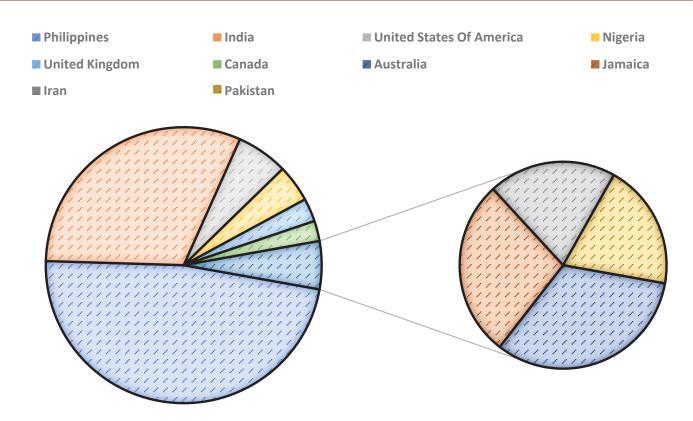
The current standard for overall customer satisfaction is 80%. NNAS has been consistently achieving above this level with the satisfaction figure for the last fiscal year being 92.5%. We do however, acknowledge a 2.5% decrease in overall IEN satisfaction levels for this fiscal year.

Top 10 countries for IEN Applications to date

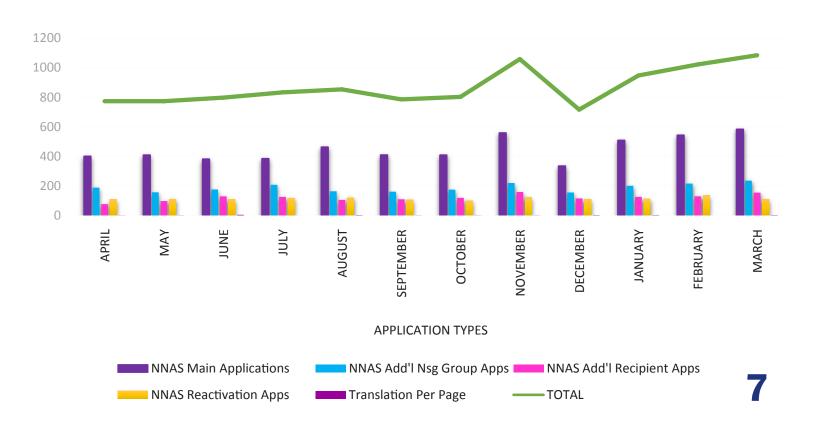
1.	Philippines	28054
2.	India	18369
3.	USA	3548
4.	Nigeria	2573
5.	UK	1605
6.	Canada	1397
7.	Australia	1081
8.	Jamaica	915
9.	Iran	661
10.	Pakistan	650

2016-17	2015-16	Difference
	Number of Main IEN Applications Initiated	
5,488	5,278	210
Number of IEN's who	o applied to more than one nursing discipline (RN,	LPN, and/or RPN)
1,986	1,547	439
0 0	Time in weeks (Time at which the IEN application I to time at which report was published for IENs a	•
10	12	2
Numbe	er of IEN Customer Service enquiries (Phone & En	nail)
51,539	40,992	10,547
l	EN Overall Satisfaction (average of 12 months)	
90%	92.5%	2.5 6

The Top 10 Countries for IEN Applications 2016-17



Application Types 2016-17 Fiscal Year





Strengthening Communication & Engagement

In 2016-17, NNAS went from strength to strength with regards to communicating and engaging with IEN's and continuing to work closely with RB's.

- Lynn Power was elected as Board Chair in June 2016 following the resignation of Mary-Anne Robinson, former NNAS Board Chair.
- 2016- 17 saw NNAS partner with various stakeholders such as "Care4Nurses".

NNAS External Stakeholder Engagement

- NNAS was invited to participate in an Advisory Committee that was to arranged to assist CASN in developing an accreditation program for IEN bridging programs in Canada (and to pilot and evaluate such a program). This work will end in August 2017. We have learned that CARNA is the RB representative on the Advisory Committee and we look forward to participating with CARNA on this table.
- NNAS attended an ESDC-sponsored workshop hosted by CICIC, on assessing the qualifications of refugees. This workshop took place on November 24 and 25, 2016 in Toronto.



NNAS' Inaugural Conference

- NNAS' first inaugural conference was a great success, many thanks to our 2016 Conference Advisory Committee for guiding the development of an excellent agenda! The attendance exceeded our expectations (105 registered) and the feedback has been positive. The post-conference survey offered up the following feedback from delegates.
- 86% agreed that the objectives of the conference were met.
- 89% of the delegates felt that the program content was informative and thought-provoking. Delegates most enjoyed the diversity of speakers, the breakout sessions, and the information on the data and future trends that were presented. The attendees appreciated having an opportunity to network with other key partners in the field, as well as having rich dialogue with the IENs. The majority of respondents stated that they would attend our conference again. Feedback on improvements included, healthier food options, larger venue, and encouraging more IEN 's to attend.

RB's Sponsoring IEN's

• CLPNSS, CARNA and CGFNS all agreed to sponsor IENs to attend the conference in what was a great opportunity for the collective to show support and encouragement to IENs on their journey.

The New Zealand Council of Nursing Webinar

In December NNAS was excited to host the New Zealand Council of Nursing webinar for the RBs. The NZ Council of Nursing shared information on their IEN registration system with webinar participants and welcomed a dialogue with Canadian RBs.

NNAS & NANNNA Webinar

• In July 2016, NNAS partnered with the National Association of Nigerian Nurses of North America to present a webinar on navigating the NNAS process. A diverse audience attended, including nurses (RNs, LPNs and RPNs) who were educated in Nigeria, South Asia and the Philippines. This was the first Webinar by NNAS targeted at our IEN and potential IEN clients. More webinars of a similar nature will be scheduled in the future following its success.

Statistically...

there has been a 10.6 % increase in the population of Ontario alone between 2006-2016, 11.2% overall for Canada, with Alberta seeing the greatest population increase, at 23.6%. Immigration wise between 2015/16, there were 320,932 immigrants to Canada, and the net non-permanent resident number was 38,152.*

*http://www.statcan.gc.ca

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To the Members of

National Nursing Assessment Service/ Service National D'evaluation Infirmiere

We have audited the accompanying financial statements of National Nursing Assessment Service/ Service National D'evaluation Infirmiere, which comprise the statement of financial position as at March 31, 2017, and the statements of operations, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of National Nursing Assessment Service/ Service National D'evaluation Infirmiere as at March 31, 2017, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Other Matters

The financial statements of National Nursing Assessment Service/ Service National D'evaluation Infirmiere for the year ended March 31, 2016 were audited by another firm who expressed an opinion on those statements on August 24, 2016.

BDO Canada ULP

Chartered Professional Accountants, Licensed Public Accountants

August 9, 2017 Newmarket, Ontario

Summary Statement of Financial Position

March 31	2017	2016
Assets		
Current		
Cash		\$ 2,375,769
Amounts receivable	15,977	166,663
Prepaid expenses	27,293	5,631
Prepaid assessment fees	2,333,594	2,467,767
Short-term investments (Note 2)	636,043	190,000
	4,724,920	5,205,830
Long-term investments (Note 2)	1,863,957	-
	\$ 6,588,877	\$ 5,205,830
Current Accounts payable and accrued liabilities HST payable Deferred funding contributions	\$ 35,296 33,457 -	60,980 51,067
Deferred application fees	4,462,489	4,559,718
	4,531,242	4,735,698
Net Assets		
Internally restricted (Note 5)	1,000,000	190,000
Unrestricted	1,057,635	280,132
	2,057,635	470,132

On behalf of the Board:

Sym Power. Board Chair

		Statement of Changes in Net Assets			
For the year ended March 31	Internally Restricted	Unrestricted	2017 Total	2016 Total	
	(Note 5)				
Balance, beginning of the year	\$ 190,000	\$ 280,132	\$ 470,132	\$ 39,553	
Excess of revenues over expenses	-	1,587,503	1,587,503	430,579	
Transfer	810,000	(810,000)	-	-	4.0
Balance, end of the year	\$ 1,000,000	\$ 1,057,635	\$ 2,057,635	\$ 470,132	12

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Statement of Operations

For the year ended March 31	2017	2016
Revenue		
Application fees	\$ 5,737,622	3,083,447
Interest and other income	26,787	-
Funding (Note 4)	51,067	139,240
	5,815,476	3,222,687
Expenses		
Assessment fees	3,437,713	2,058,379
Conference	32,840	100,082
Consultant fees	257,237	380,419
Information technology	12,190	19,733
Insurance	5,689	5,596
Office	17,473	16,715
Office rent	34,820	13,587
Professional fees	67,986	43,592
Service charges	129,745	122,669
Subscriptions	2,511	5,923
Telephone	11,478	6,600
Travel	48,950	18,813
Wages and benefits	169,341	-
	4,227,973	2,792,108
Excess of revenues over expenses	\$ 1,587,503 \$	430,579

	Statement of Cash Flov
For the year ended March 31	2017 2016
Cash flows from operating activities Excess of revenues over expenses Items not affecting cash:	\$ 1,587,503 \$ 430,579
LMSDC funding recognized as revenue	- (139,240)
Changes in non-cash working capital:	1,587,503 291,339
Amounts receivable	150,686 -
Prepaid expenses	(21,662) (2,465)
Prepaid assessment fees	134,173 (1,264,417)
Accounts payable and accrued liabilities	(28,637) 17,829
HST payable	(27,523) (13,652)
Deferred funding contribution	(51,067) -
Deferred application fees	(97,229) 1,999,870
	1,646,244 1,028,504
Cash flows from investing activities Purchase of investments	(2,310,000) (190,000)
Cash flows from financing activities Receipt of LMSDC contributions	- 444,785
Net (decrease) increase in cash	(663,756) 1,283,289
Cash, beginning of the year	2,375,769 1,092,480
Cash, end of the year	\$ 1,712,013 \$ 2,375,769

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Notes to Financial Statements

1. Significant Accounting	g runcies		
Nature and Purpose of Organization	National Nursing Assessment Service / Sevice National D'evaluation Infirmiere (the "Organization") was incorporated on June 13, 2012 under the Canada Not-for-Profit Corporations Act.		
	The purpose of the Organization is to coordinate a consisten national approach to the assessment of internationally educated nurses' education credentials to support registration/licensure by the provincial nursing regulatory bodies.		
	The members of the Organization are certain of the entities tha regulate the practice of licensed practical and registered practica nurses, registered nurses, and registered psychiatric nurses and include: i) Licensed Practical Nurse and Registered Practical Nurse Regulatory Bodies;		
	ii) Registered Nurse Regulatory Bodies; and iii) Registered Psychiatric Nurse Regulatory Bodies.		
	The Organization is a not-for-profit organization, as described i Section $149(1)(l)$ of the Income Tax Act, and therefore is no subject to income taxes.		
Basis of Accounting	The financial statements have been prepared using Canadia accounting standards for not-for-profit organizations.		
Revenue Recognition	The Organization follows the deferral method of accounting for contributions.		
	Contributions Restricted contributions are recognized as revenue in the year i which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received of receivable if the amount to be received can be reasonabl estimated and collection is reasonably assured.		
Financial Instruments	Application fees Fees from the assessment of education credentials for individual are recognized as revenue at the time the assessment i completed or at the expiration date of the application Application fees received in advance of the completion of a assessment are recorded as deferred application fees. Financial instruments are recorded at fair value at initia recognition.		
	In subsequent periods, equities traded in an active market and derivatives are reported at fair value, with any change in fair value reported in operations. All other financial instruments are reported at cost or amortized cost less impairment. Transaction costs on the acquisition, sale or issue of financial instruments are expensed for those items measured at fair value and charged to the financial instrument for those measured at amortized cost.		
	Financial instruments for the Organization include cash, short term and long-term investments, which are shown at marke		

value, and accounts receivable, HST payable, and accounts

payable and accrued liabilities, which are shown at cost.

March 31, 2017

	Notes to Financial Statements
Contributed Services	Volunteers contribute many hours per year to assist the Organization in carrying out its activities. Due to the difficulty of determining their fair value, contributed services are not recognized in the financial statements.
Prepaid Expenses	Prepaid expenses primarily comprise advance payments made to vendors in the current fiscal year for services to be received in the next fiscal year. Prepaid expenses are recognized as expenses in the period when the services are received.
Investments	Short-term investments Short-term investments consist of guaranteed investment certificates with maturity dates within one year.
	Long-term investments Long-term investments consist of guaranteed investment certificates with maturity dates greater than one year.
Use of Estimates	The preparation of financial statements in accordance with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. The principal estimates made in the preparation of these financial statements are the accrued liabilities. Actual results could differ from management's best estimates as additional information becomes available in the future.
Foreign Currency Translation	Foreign currency transactions are translated at the rates of exchange in effect at the dates of the transaction. Resulting foreign currency denominated monetary assets and liabilities are translated at the rates of exchange in effect at the balance sheet date. Gains and losses on translation of monetary assets and liabilities are included in operations.

2. Investments

The carrying amounts of investments at market value are comprised of the following:

	 2017	2016
Short-term investments RBC GIC, 0.75%, maturing February 4, 2017	\$ -	\$ 190,000
GICs held at various financial institutions, 1.25%-1.35%, maturing on February 22, 2018 or February 23, 2018	636,043	-
Long-term investments GICs held at various financial institutions, 1.40%-2.01%, maturing between February 22, 2019 and February 22, 2022	 1,863,957	
	\$ 2,500,000	\$ 190,000

Of the amounts invested, \$1,000,000 (2016 - \$190,000) is restricted for the purpose of the Organization's operating reserve (see Note 5).

Notes to Financial Statements

3. Financial Instruments

Credit risk

Credit risk is the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge an obligation. The Organization is exposed to credit risk resulting from the possibility that a customer or counterparty to a financial instrument defaults on their financial obligations; if there is a concentration of transactions carried out with the same counterparty; or if financial obligations which have similar economic characteristics such that they could be similarly affected by changes in economic conditions. The Organization's financial instruments that are exposed to concentrations of credit risk relate primarily to its amounts receivable. The majority of the Organization's receivables are from a third party provider of services, collection of which can be accomplished by a reduction in payments made to the party.

The Organization is also exposed to credit risk arising from its bank accounts being held at one financial institution and the balance exceeds insured deposits of up to \$100,000.

There have not been any changes in the risk from the prior year.

Interest rate risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Organization is exposed to interest rate risk on its fixed rate financial instruments. Fixed interest instruments subject the Organization to a fair value risk.

The Organization is exposed to changes in interest rates related to its investments in guaranteed investment certificates. The Organization's primary objective is to ensure the security of principal amounts invested and provide for a high degree of liquidity, while achieving a satisfactory return.

The Organization mitigates interest rate risk on investments by diversifying the durations of the fixed-income investments that are held at a given time.

There have not been any changes in the risk from the prior year.

Currency risk

Currency risk refers to the risk that the fair value of financial instruments or future cash flows associated with the instruments will fluctuate due to changes in foreign exchange rates.

The Organization transacts in foreign currencies due to application fees received being denominated in U.S. dollars (USD); however, the majority of the Organization's expenses are in Canadian dollars. Consequently, some assets are exposed to foreign exchange fluctuations.

Cash is exposed to currency risk in connection with U.S. denominated balances which amount to \$17,328 (\$13,007 USD) (2016- \$1,339,753 (\$1,032,884 USD).

The Organization does not use derivative financial instruments to manage its exposure to currency risk.

There have not been any changes in the risk from the prior year.

Notes to Financial Statements

4. Funding

The members of the Organization were responsible for the purchase of certain equipment, hardware and software necessary for the start up of a project. Title to any such equipment, hardware and software acquired or generated in pursuit of the project will be retained by the developers.

The members initially contributed \$407,217 towards the purchase of equipment, hardware and software of which \$356,150 was used for this purpose.

Effective April 13, 2016, the Board of Directors directed that the remaining member contributions be used to support the operating expenses in relation to the Internationally Educated Nurse ("IEN") assessment services delivery of the Organization.

5. Internally Restricted Net Assets

	2017	2016
Operating reserve	\$ 1,000,000	\$ 190,000

The Board of Directors has internally restricted net assets of \$1,000,000, representing a reserve of approximately three months' of operating expenses for the Organization.

6. Commitments

The Organization is committed to the following minimum annual lease payments under operating leases for its premises:

2018 2019	\$ 30,355 31,873
	\$ 62,228

7. Economic Dependence

During the year, 81% (2016 - 74%) of the Organization's expenses were incurred to one provider of assessment services.

8. Comparative Amounts

The financial statements have been reclassified, where applicable, to conform to the presentation used in the current year. The changes do not affect prior year earnings.



Board of Directors & Members 2016-17

Board Members

Lynn Power (Chair) Association of Registered Nurses of Prince Edward Island

Ann Mann (Vice Chair) College of Licensed Practical Nurses of Nova Scotia

Anne Coghlan College of Nurses of Ontario

Carina Herman College of Licensed Practical Nurses of British Columbia

Cynthia Johansen College of Registered Nurses of British Columbia

Barbara Lowe College of Registered Psychiatric Nurses of Alberta

Jeanette Machtemes College and Association of Registered Nurses of Alberta

Lynsay Nair Saskatchewan Association of Licensed Practical Nurses

Laura Panteluk College of Registered Psychiatric Nurses of Manitoba

Sue Smith College of Registered Nurses of Nova Scotia

Linda Stanger College of Licensed Practical Nurses of Alberta

Katherine Stansfield College of Registered Nurses of Manitoba

NNAS Members

- Association of Registered Nurses of Newfoundland and Labrador
- Association of Registered Nurses of Prince Edward Island
- College of Registered Nurses of Nova Scotia
- Nurses Association of New Brunswick
- College of Nurses of Ontario
- College of Registered Nurses of Manitoba
- Saskatchewan Registered Nurses' Association
- College and Association of Registered Nurses of Alberta
- College of Registered Nurses of British Columbia
- College of Registered Psychiatric Nurses of Manitoba
- Registered Psychiatric Nurses Association of Saskatchewan
- College of Registered Psychiatric Nurses of Alberta
- College of Registered Psychiatric Nurses of British
 Columbia
- College of Licensed Practical Nurses or Newfoundland and Labrador
- Prince Edward Island Licensed Practical Nurses Registration Board
- College of Licensed Practical Nurses of Nova Scotia
- Association of New Brunswick Licensed Practical Nurses
- College of Licensed Practical Nurses of Manitoba
- Saskatchewan Association of Licensed Practical Nurses
- College of Licensed Practical Nurses of Alberta
- College of Licensed Practical Nurses of British Columbia



Looking Forward

Looking ahead to next year, there are some very exciting changes being implemented at NNAS!

- Currently the website is being completely redeveloped in order to create a more appealing and functional working tool for IEN's.
- NNAS will be collaborating with more stakeholders and holding more interactive webinars for IEN's on the NNAS process to strengthen communication and engagement.
- Heading into the next fiscal year, NNAS will continue to focus on quality, as we further develop technical knowledge and tools in measurement and evaluation, including:
 - Experienced evaluators, that utilize advanced fraud surveillance techniques
 - Expansion of our global nursing curriculum database
 - Updated accessibility for IEN's



A classroom photograph taken during NNAS' 2017 IEN Webinar. Hosted by Omni College Canada, located in Richmond, British Columbia.



Corporate Office

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Our Corporate Mailing Address

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