



Annual report

2018

April 1st 2017 - March 31st 2018





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Board Chair

Message

It is an honor for me to 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 an engaged and knowledgeable team, including staff, Board members, the executives of our jurisdictional member organizations, and the various volunteers from the regulatory bodies whom contribute their invaluable knowledge and experience.

2017-2018 marks our fourth year of existence and consequently it provided an opportunity for the Board to reflect on our services, goals and structure. With 6,229 internationally Educated Nurses having accessed NNAS services, we have identified areas within the current process that would benefit from further policy exploration, building on the harmonization work that was used to launch NNAS. We have also started to look at potential new services that might enhance the IENs overall journey to becoming a nurse in Canada.

The Board has likewise spent the year determining the strategic goals we need to set for the coming years and what performance measures will help us know we are on the path of success. This work is almost complete, stay tuned. And finally, from a governance role the Board has started to take a closer look at our governance model, asking ourselves what structure will best achieve the new strategic goals.

This initiative is in the early stages. We will keep all our members informed and engaged as we go through this process. We are pleased that again this year NNAS held a national dialogue with all members. The richness of this discussion helped shape the above-mentioned initiatives and agenda for both the Board and committees.

The Board supported 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, continued over the year with the former completed just recently. The website was re-vamped to be more user friendly for IENs and the data analytics platform was completed to provide members access to more data and to see trends.

The Board continued its commitment to reach out and link with our community stakeholders, our partner CGFNS, government officials, and our membership. Jurisdictional dialogues, presentations at conferences, to other professional associations, and to IEN specific organizations took place over the year.

With appreciation the Board would like to acknowledge Greg Moors, who assumed the role of Interim Administrator mid year and to his team of staff and consultants who worked diligently over the year to ensure that the services of NNAS were fluid during the leadership transition. Further, the Board would like to recognize that the current team's collective creativity and intelligence have already strengthened many of NNAS' operations.



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

Interim Administrator

Message

It is hard to imagine that six months have passed since I first walked through the doors of NNAS back in February. It seems like so much has transpired in that short period of time.

It has been another year of growth for us with application volume up 18% over last year. Internationally educated nurses (IEN's) continue to be an important resource in the increasing demand for healthcare services in Canada.

If I were to try and think of a theme for the work that has been done this year, I would say that it boils down to "better information". The updating of the NNAS website was a huge undertaking this year and we are very happy with the final product. Feedback from various stakeholders would seem to indicate that they are as well.

We have received nothing but positive comments with respect to the new website. The content is much richer, better placed, and the overall presentation of the site is much improved on a visual level.

We continue to meet regularly with our application processing partner CGFNS and our Quality Committee with a view to continually improving the application process. A great deal of good work has already been implemented, however we continue to look for ways to improve the system, given the challenges of such a broad and diverse group of international agencies that must be contacted to validate credentials.

In addition to this "stakeholder-facing" work, we have also made enhancements to our back-office infrastructure. By leveraging technology, we have been able to improve work-flows with respect to payment processing and authorizations. This has enabled us to improve payment processing time despite the geographic disparity of our signing officers. We have also made improvements in business continuity by deploying an Internet-based telecommunications solution. Power outages and extreme weather days will no longer be an obstacle for NNAS staff to continue to deliver services to its clients!

Our Board of Directors have held several strategic planning meetings throughout the year to consider the future direction of NNAS. Based on the outcome of these meetings we are looking at some possible ways that we can improve deliverables for both our applicants and regulatory body stakeholders.

The first major effort in this regard has already begun with work starting on a project to improve the user experience for applicants accessing the portal using a mobile device such as a tablet or smartphone.

I would like to take this opportunity to thank our dedicated and professional staff for all their hard work throughout the year as well as our board members who volunteer countless hours of their time to enable NNAS to continue to deliver on its mandate.



Greg Moors, CPA, CMA, CHRP
Interim Administrator, National Nursing Assessment Service

Services & Activities

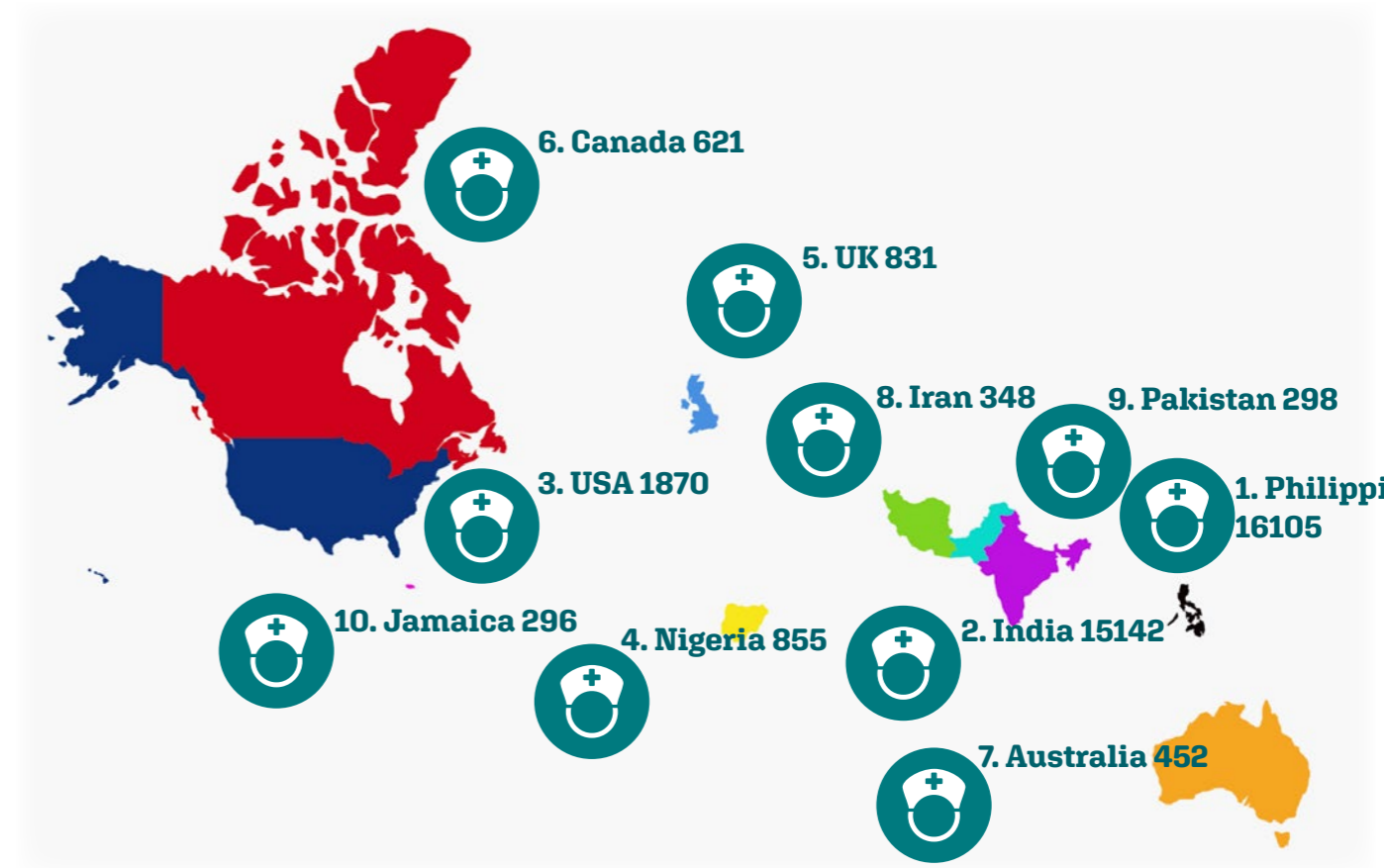
For the fiscal year 2017-18, 6,229 IEN's applied to NNAS initiating their registration journey from 53 countries worldwide. The top five countries where IENs applied from remains unchanged since the inception of NNAS in 2014: Philippines, India, USA, Nigeria, and the UK. Changes within the top ten since last year see Iran move from position 9 to position 8, Pakistan from 10 to 9, and Jamaica from 8 to 10; these are the only alterations to note this fiscal year.

The number of IENs applying to more than one discipline has increased from 2,260 over the last fiscal year, to 2,934 this fiscal year, an increase of 674 additional IENs in this data point.

Average processing time in weeks can be seen at the bottom of this service report in comparison with the last fiscal year by percentile; and we are constantly striving to improve on the timeliness year on year on deport delivery.

Top 10 Countries for IEN Applications to date

1. Philippines 16105
2. India 15142
3. USA 1870
4. Nigeria 855
5. United Kingdom 831
6. Canada 621
7. Australia 452
8. Iran 348
9. Pakistan 298
10. Jamaica 296



22,410 IEN support emails handled



33,169 IEN support calls received

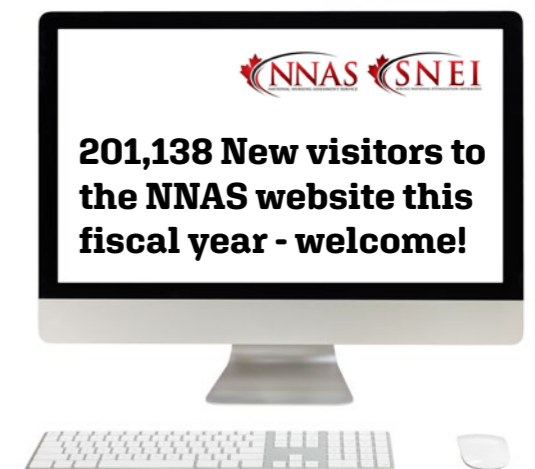
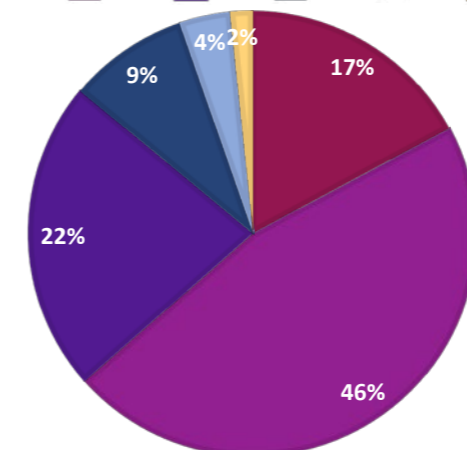
2016-2017	2017-2018	Difference
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Number of Main IEN Applications Initiated		
5,289	6,229	940

Number of advisory reports issued		
7,590	7,801	211

Average IEN report delivery time in weeks (%)				
	< 8 Weeks	9-10 Weeks	11-12 Weeks	> 12 Weeks
2016-2017	79	5	4	11
2017-2018	85	3	2	10

AGE PERCENTILE OF USERS OF THE NNAS WEBSITE



Year In Review



Launch of the Advisory Report

The 6th of July saw the launch of the NNAS Portability of Advisory Reports service that has been in the works since 2017. The Portability of an Advisory Report is a great asset that adds value and enables an IEN to send a copy of their originally issued report to another Regulatory Body for \$45 USD for up to a year after initial release. Second and subsequent copies of the report can be sent to additional regulatory bodies for \$25 USD each if ordered within 24 hours of the first.

Porting a report is essentially the sharing of an exact copy of an originally issued IEN report and supporting documents to another Regulatory Body. Applicants may port a report for up to a year after the original report was issued. We are advising IENs that it is possible that the original report may be insufficient to meet the needs of the new Regulatory Body and NNAS suggests that they contact a Regulatory Body before porting a report to them.

Regulatory Bodies may request additional information directly from applicants or may require them to purchase a new application and pay the associated fee. It is our hope that this additional service will further streamline the process of applying to multiple Regulatory Bodies and add value to the application process over all.

The new and improved NNAS Website

2018 has seen the much needed refresh of the NNAS website, the previous website required an overhaul to give it a modern face-lift, create greater strength of branding, and most importantly so as to better serve our IENs. The content was reworked and entirely rearchitected, laying out the information in a clear concise way, through use of user friendly pages and plain language; Guiding our candidates through the process of working as a Nurse in Canada with the perspicuity required to ensure as smooth a process as possible.

It was at the forefront of the redesign to ensure that we were working to make the new website user friendly so that it meets accessibility requirements. For example any links are named so that they read properly, links change both in colour and either size or become underlined when hovered over so as not to hinder any person who has difficulty visualizing colour. It was legally necessary to build this type of design into the new site to ensure that NNAS is compliant with the updated “Web Content Accessibility Guidelines.” This refers to “WCAG 2.0”, which is a broadly accepted set of accessibility guidelines for digital technology.

The design thread of all pages ensures that there is always a help bar at the end of each page so that the site contains no dead ends – we want to avoid users feeling as though they have hit a brick wall! In terms of visuals, we were aiming to invoke more of a feeling of Canada in the colour palette used, and incorporate fresh and more modern graphic design styles. A post deployment user survey came back well above standard response rates for organizations who had been through a similar exercise.

Overall, the IENs that participated felt we improved the NNAS website by 99.9%. Some suggestions noted by IENs are being looked at for possible implementation, most were satisfied with the new website as it is however, and it goes without saying that NNAS will continue to refresh, update, and evolve the website to best serve the needs of our customer as required..

Launch of The Data Analytics Program

The origins of the Data Analytics platform first came about when NNAS asked CGFNS to provide a solution to the ongoing challenge of obtaining meaningful, up-to-date, relevant statistics pertaining to IEN activity.

In the Spring of 2017, CGFNS proposed to undertake the construction of a Data Analytics platform to address this need. The platform aimed to extract operational data on a daily basis and hold it in a separate database specifically focused on reporting.

NNAS worked with CGFNS on refining the approach to the platform before a vision of the platform was presented to the NNAS Board at the August 9th 2017 Board meeting. It highlighted the increased levels of accessibility and usefulness of a number of reporting options associated with operational data.

The platform successfully went live on 2nd April 2018, following staff training sessions, and going forward it should represent a significant enhancement to all NNAS

stakeholders in terms of reporting capability and operational reviewing of information on a daily basis with greater ease of access. As is the case with any new data platform, we will continue to shape and improve to make this the most efficient tool possible for the organization.



Summary of Financial Statements

For the Year Ended March 31, 2018

To the Members of National Nursing Assessment Service/ Service National D'évaluation Infirmière

We have audited the accompanying financial statements of National Nursing Assessment Service/ Service National D'évaluation Infirmière, which comprise the statement of financial position as at March 31, 2018, 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'évaluation Infirmière as at March 31, 2018, 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.

BDO Canada LLP

Chartered Professional Accountants, Licensed Public Accountants

July 30, 2018

Newmarket, Ontario

Statement of Financial Position

March 31	2018	2017
Assets		
Current		
Cash	\$ 3,232,388	\$ 1,712,013
Amounts receivable	2,371	15,977
Prepaid expenses	4,473	27,293
Prepaid assessment fees	3,246,885	2,697,734
Short-term investments <i>(Note 2)</i>	635,701	636,043
	7,121,818	5,089,060
Long-term investments <i>(Note 2)</i>	1,903,603	- 1,863,957
	\$ 9,025,421	\$ 6,953,017
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	\$ 482,959	\$ 399,436
HST payable	94,484	33,457
Deferred application fees	5,326,234	4,462,489
	5,903,677	4,895,382
Net Assets		
Internally restricted <i>(Note 3)</i>	1,000,000	1,000,000
Unrestricted	2,121,744	1,057,635
	3,121,744	2,057,635
	\$ 9,025,421	\$ 6,953,017

On behalf of the Board,



Lynn Power, Board Chair

Statement of Operations

For the year ended March 31	2018	2017
Revenue		
Application fees	\$ 5,527,471	\$ 5,737,622
Interest and other income	53,960	26,787
Funding	—	81,018
	5,581,431	5,845,427
Expenses		
Assessment fees	3,425,105	3,437,713
Conference	8,133	32,840
Consultant fees	318,769	257,237
Foreign exchange loss	39,689	29,951
Information technology	71,139	12,190
Insurance	5,800	5,689
Office	17,618	17,473
Office rent	34,231	34,820
Professional fees	20,396	67,986
Service charges	143,272	129,745
Subscriptions	1,426	2,511
Telephone	4,935	11,478
Travel	142,297	48,950
Wages and benefits	284,512	169,341
	4,517,322	4,257,924
Excess of revenues over expenses	\$ 1,064,109	\$ 1,587,503

Statement of Cash Flows

For the year ended March 31	2018	2017
Cash flows from operating activities		
Excess of revenues over expenses	\$ 1,064,109	\$ 1,587,503
Changes in non-cash working capital:		
Amounts receivable	13,606	150,686
Prepaid expenses	22,820	(21,662)
Prepaid assessment fees	(549,151)	(229,967)
Accounts payable and accrued liabilities	83,523	335,503
HST payable	61,027	(27,523)
Deferred funding contribution	—	(51,067)
Deferred application fees	863,745	(97,229)
	1,559,679	1,646,244
Cash flows from investing activities		
Purchase of investments	(39,304)	(2,310,000)
Net increase (decrease) in cash	1,520,375	(663,756)
Cash, beginning of the year	1,712,013	2,375,769
Cash, end of the year	\$ 3,232,388	\$ 1,712,013

Statement of Changes in Net Assets

For the year ended March 31	Internally Restricted <i>[Note 3]</i>	Unrestricted	2018 Total	2017 Total
Balance, beginning of the year	\$ 1,000,000	\$ 1,057,635	\$2,057,635	\$ 470,132
Excess of revenues over expenses	—	1,064,109	1,064,109	1,587,503
Balance, end of the year	\$ 1,000,000	\$ 2,121,744	\$3,121,744	\$ 2,057,635

1. Significant Accounting Policies**Nature and Purpose of Organization**

National Nursing Assessment Service / Service National D'évaluation 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 consistent 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 entities that regulate the practice of licensed practical and registered practical 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 in Section 149(1) of the Income Tax Act, and therefore is not subject to income taxes.

Basis of Accounting

The financial statements have been prepared using Canadian 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 in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Application fees

Fees from the assessment of education credentials for individuals are recognized as revenue at the time the assessment is completed or at the expiration date of the application. Application fees received in advance of the completion of an assessment are recorded as deferred application fees.

Financial Instruments

Financial instruments are recorded at fair value at initial 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 fair value, and accounts receivable, accounts payable and accrued liabilities and HST payable, which are shown at amortized cost.

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:

	2018	2017
Short-term investments		
GICs held at various financial institutions, 1.25%-1.35%, maturing on February 22, 2018 or February 23, 2018	\$ —	\$ 636,043
GICs held at various financial institutions, 1.40%-1.46%, maturing on February 22, 2019 of February 25, 2019	635,701	—

Long-term investments

	2018	2017
GICs held at various financial institutions, 1.40%-2.01%, maturing between February 22, 2019 and February 22, 2022	—	1,863,957
GICs held at various financial institutions, 1.50%-3.00%, maturing between February 24, 2020 and March 21, 2023	1,903,603	—
	\$ 2,539,304	\$ 2,500,000

Of the amounts invested, \$1,000,000 (2017 - \$1,000,000) is restricted for the purpose of the Organization's operating reserve *(see Note 5)*.

3. Internally Restricted Net Assets

	2018	2017
Operating reserve	\$ 1,000,000	\$ 1,000,000

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.

4. Commitments

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

	2019
	\$ 31,873

5. Economic Dependence

During the year, 77% (2017 - 81%) of the Organization's expenses were incurred to one provider of assessment services.

6. Financial Instruments

Credit risk

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

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

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 \$373,384 (\$288,959 USD) (2017 - \$17,328 (\$13,007 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.

7. 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 2017-18

Board Members

Lynn Power (Chair)

Association of Registered Nurses of Newfoundland & Labrador

Carina Herman (Vice Chair)

College of Licensed Practical Nurses of British Columbia

Anne Coghlan

College of Nurses of Ontario

Cynthia Johansen

College of Registered Nurses of British Columbia

Dawn Rix-Moore

Prince Edward Island Licensed Practical Nurses

Joy Peacock

College & Association of Registered Nurses of Alberta

Katherine Stansfield

College of Registered Nurses of Manitoba

Kyong-ae Kim

College of Registered Psychiatric Nurses of British Columbia

Laura Panteluk

College of Registered Psychiatric Nurses of Manitoba

Linda Stanger

College of Licensed Practical Nurses of Alberta

Lynsay Nair

Saskatchewan Association of Licensed Practical Nurses

Sue Smith

College of Registered Nurses of Nova Scotia

NNAS Members

Association of Registered Nurses of Newfoundland & 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 & 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 of Newfoundland & 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

2017-2018 have undoubtedly been years of growth and development for NNAS, and looking forward we strive to keep the momentum going in order to continually improve our services and flourish as an organization.

Having recently completed and implemented the design of our innovative new website that is much more user friendly and easily navigable for our IENs and Regulatory Body members; We are now in the process of building on this in the form of an app for use on portable devices, aiming to make pertinent application information accessible in an off-line capacity in order to make content more accessible for applicants around the globe.

Following the launch of the Data Analytics Platform we will continue to make modifications to improve this system to better meet the needs of our Regulatory Bodies and office staff. This will involve working closely with CGFNS to make improvements and develop new dynamics so as to give further information on application number, status, and other viable information.

We are working in partnership with the three nursing disciplines on an Attribute refresh so as to create greater accuracy with regards to current qualifications for all of the jurisdictions that NNAS serves. Alongside this we are also looking to create a new and more user friendly Advisory Report, highlighting key qualifications and ultimately aiming to be more user friendly and easier to read.

NNAS are excited for what the future holds, and we will continue to build on new and existing relationships with our stakeholders, bridging partners and other affiliated organizations.



A photograph of some of our 2017-18 Board members during a Strategic Planning session with strategic consultant Louise Watson.

From left to right: Katherine Stansfield, Laura Panteluk, Lynn Power, Carina Herman, Kyong-ae Kim, Lynsay Nair, Cynthia Johansen, Anne Coghlan.

Second from the right: Louise Watson, strategic consultant.



Corporate Office

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