

Indigenous Services Canada

Crown-Indigenous Relations
and Northern Affairs Canada

Nursing Services Response Centre (NSRC)

Presentation for National Indigenous Information Technology Alliance (NIITA)

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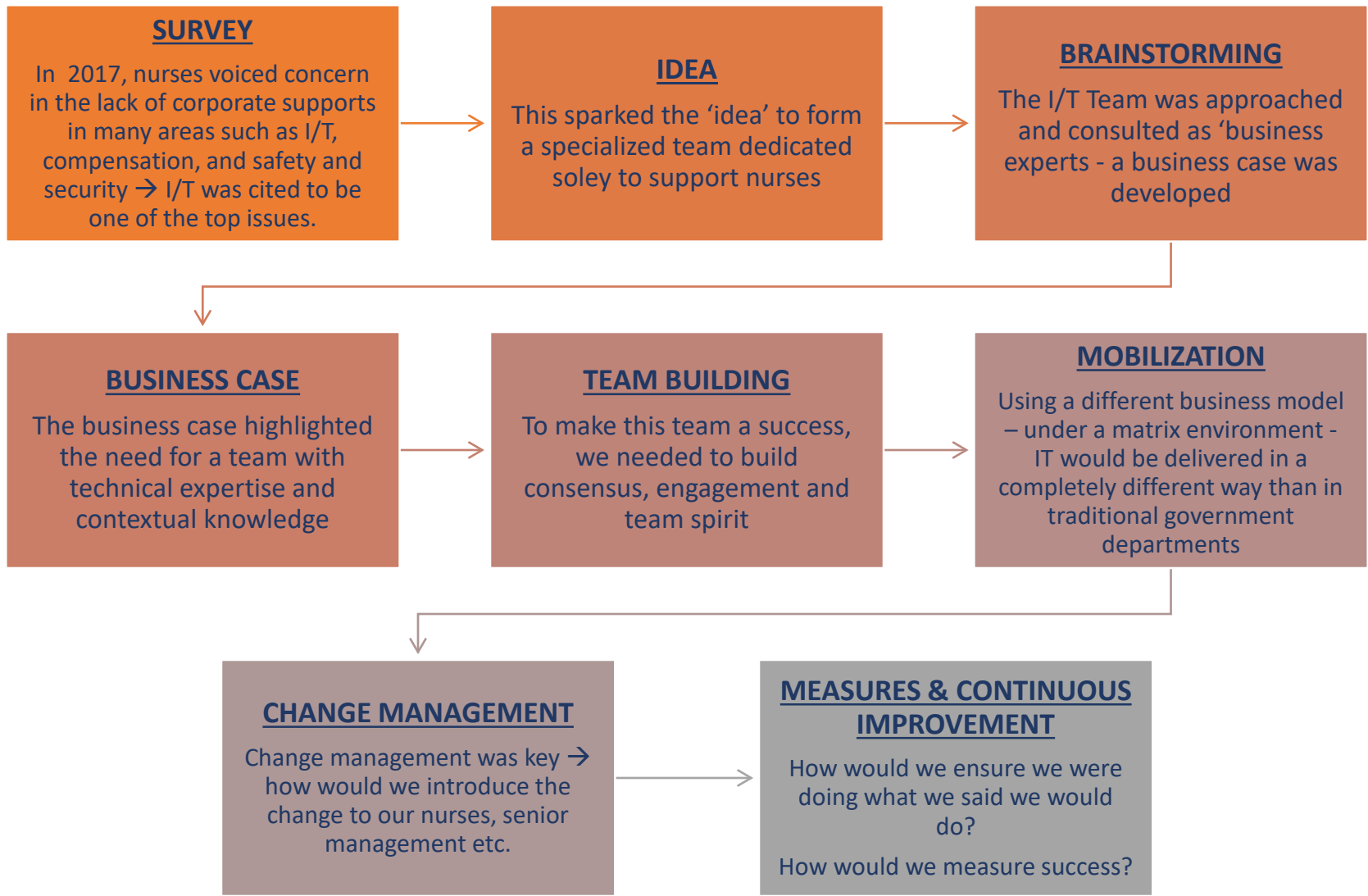


Government
of Canada

Gouvernement
du Canada

Canada

The Evolution of the NSRC



What is the NSRC?



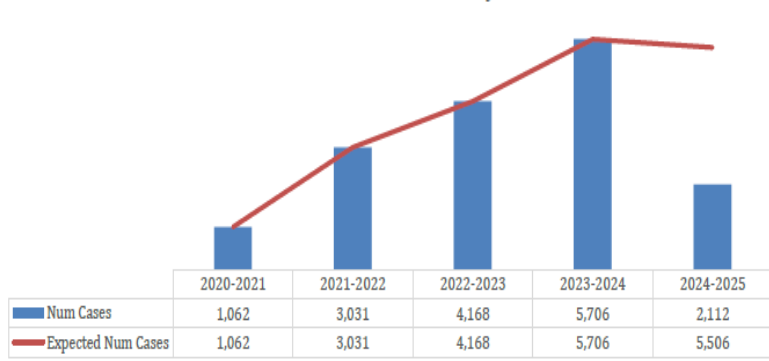
The NSRC is a team of dedicated corporate partners working in a matrix environment with the contextual knowledge and understanding of the unique challenges nurses face when working in the north.



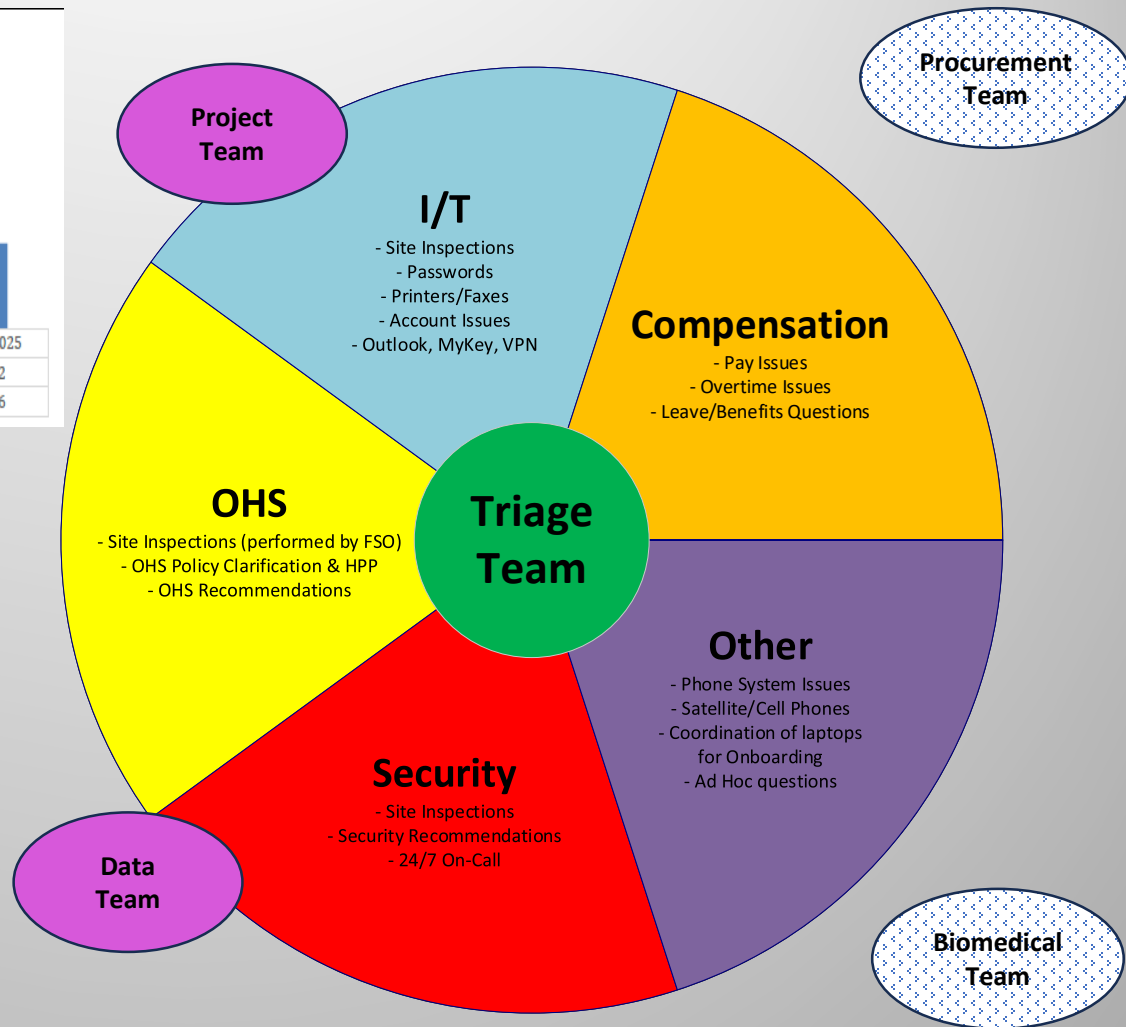
Just one number to call...!

The NSRC Team

Number of NSRC Cases Received by Fiscal Year



2174 I/T cases received and resolved by the NSRC I/T team since April 2024.



IceBar Telephony Technology

- IceBAR phone solution implemented in March 2022 to better serve our nurses.
- Case Managers have the capability to “warm transfer” and conference directly with an IT tech for case assignment and resolution.



iceBar (cont'd)

Eliminates wait times and dropped calls

Case Managers can “warm transfer” and conference directly with an IT technician with or without the client on the line.

Case Managers create tickets and assign to the NSRC IT Tech who has just received the call.

Chat group created with Case Managers and IT Techs to aid in discussion and resolution of issues.

Positive feedback received on chat group and positive relationships created with the IT Techs.

Some Interesting Stats.....

With over 900 ISC nurses,

3516 tickets were created in 2022/23,	3104 tickets in 2023/24,	1943 from April 1 st 2024 to present
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Since the original survey in 2017, nurse satisfaction with IT services has increased across the board an average of 21%

In the 2023 survey, 84% of respondents indicated they are satisfied with NSRC services and 90% would recommend the NSRC to colleagues

The creation of services such as the Nursing Services Response Center and Occupational & Critical Incident Stress Management had a positive impact on the level of nurse satisfaction, with 19% of nurses stating access to these services increased their intention to stay.



FEEDBACK

“I feel this huge weight lifted off me - knowing my pay will be correct for next pay period and going forward. I appreciate you advocating on our behalf”

“Pay issue outstanding for 5 months. Thanks to NSRC – resolved in 2 weeks!!”

Thanks again – your team is incredibly responsive – and it is much appreciated

“This task was requested over 5 years ago and finally success, thanks to the NSRC for intervening and facilitating”

“I would like to compliment the speedy service we are receiving for IT fixes – keep up the great work!”

IT Apprenticeship Program for Indigenous Peoples Delivery at Indigenous Services Canada

Presentation for NIITA
October 2024

Prepared by:

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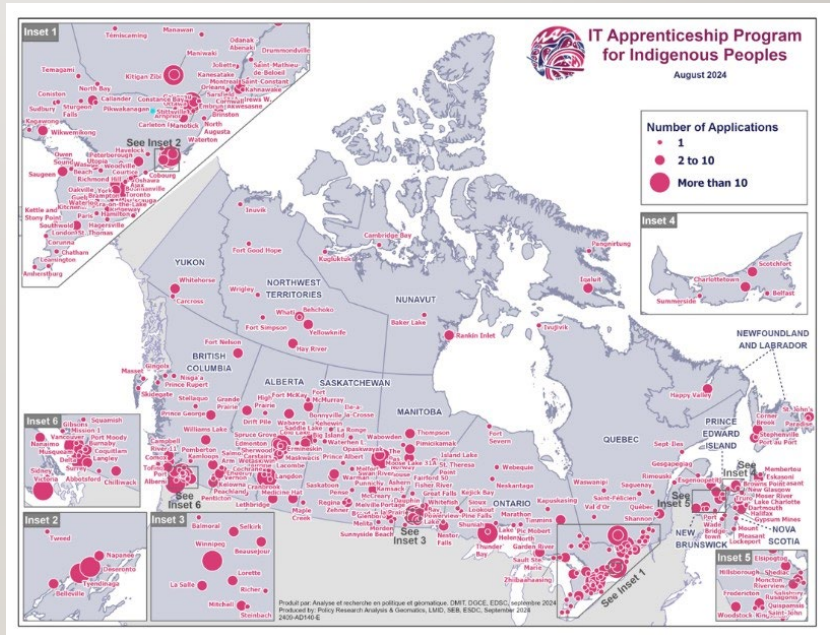
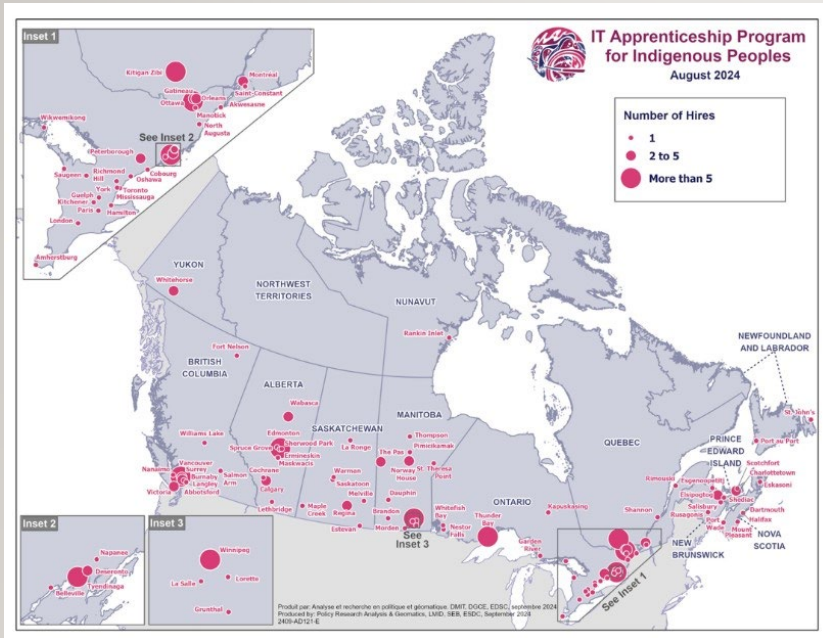


Indigenous Services
Canada

Services aux
Autochtones Canada

Canada

Employment and Social Development Canada, Office of Indigenous Initiatives



Employment and Social Development Canada, Office of Indigenous Initiatives

[IT Apprenticeship Program for Indigenous Peoples | GC Digital Talent \(canada.ca\)](#)

<https://talent.canada.ca/en/indigenous-it-apprentice/hire>



Hire an IT apprentice

Together we can address barriers to reconciliation, diversity and inclusion



Contact the team



Download the manager's package

Indigenous Services Canada



ESDC started first IT Apprenticeships

3-Semester Cohort Apprenticeships began

2020

2022

2024

2021

2023

ISC began their engagement with ESDC

The first IT Apprenticeship at ISC began in St. Theresa's point

Apprenticeships began in the regional delivery



Thank you!
Questions?

