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## SELF MONITORING PLAN

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Care ry



OCTOBER 30, 2024  
CARE RY  
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Updated: 24.11.2024

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# Introduction

## Organisation

**Name:** Care ry

**Y-ID:** 3010635-9

**Founded in :**2019

**Country of residence:** Finland

**Industries:** Non Charity

**Operating area:** Finland

**Services/Activities:** Education, Integration, wellbeing & Mentorship

**Target group:** Nurses and nursing students from immigrant background living in Finland

## Problems affecting the Target group

Finland's culturally and linguistically diverse nurses face cultural, ethnic and linguistic challenges. Some immigrant nurses have poor nursing careers due to job dissatisfaction, stress from poor organization and collegial support, language challenges, and unfulfilled career aspirations. (Parviainen,2024 et al., Dhakal,2024 et al., Calenda,2019 et al., Guragai-Dhakal, 2023 et al. & Markkanen,20072019 et al.)

Nurses born abroad play a key role in filling Finland's personnel shortage, but many of them say that they are not treated fairly, i.e. racism & discrimination. (Yle,2024, Tehy,2024, Helsinki times, 2024 & Ilta-Sanomat,2024)

### **Why helping solve this problems matters**

1. A better sense of belonging: When nurses become part of the workforce and the organization, they can practice nursing effectively.
2. Better well-being: Healthy caregivers can provide better care to others.
3. Sustainable care: nurses can continue their vital work.

### **Activities/ Services offered by care ry to solve the problem**

1. Integration
2. Training
3. Welfare
4. Mentoring

Note: Activities/ Services are explained in detail below.

### **Partners & stakeholders**

Moniheli

Afaes

Note: Gimara will become our partner in offering finnish language courses if we get a grant to meet for the finnish courses costs/expenses.

We are working toward collaborating with many other organizations so that we can be able to provide better services to our clients.

## 2. Operating concept, values and operating principles

We at Care ry are committed to being an integral part of the communities we serve. Our duty is to act professionally and customer-oriented, to respect the human dignity and honor of our customers and to follow ethical principles.

The purpose of these ethical guidelines is to give Care ry special instructions that can be used in possible situations and as instructions for handling customer relations; and other support group members; other professionals; and the public. These guidelines are intended to supplement laws, regulations and professional practices.

Care ry has a legal obligation to help improve the accessibility and quality of our services. We seek both internal and external guidance for situations that may endanger the organization and/or its customers. Our company is committed to providing our customers with high-quality services within the limits of available resources.

**CUSTOMER AND EMPLOYEES' SAFETY:** Care ry understands that a safe working environment is important for their staff. Care ry takes available measures to assess and minimize the risk to customers, considering their wishes. Care ry also takes the necessary measures to ensure the personal safety of employees. Both customer and employee safety concerns are reported and addressed in a supportive and non-threatening manner. Care ry can, considering all factors, cancel the services if the safety of the employees is endangered.

**CONFIDENTIAL:** Customers information is confidential. Care ry complies with the confidential management of customer data. Care ry ensures that customers are aware of their right to give their consent to sharing necessary information. **Refer to our Care ry privacy policy below.**

**CONFLICT OF INTEREST:** No founder, employee or subcontractor of Care ry will jeopardize services to our customers for the benefit of the organization or person. We do not allow corruption or abuse. We act honestly and sincerely.

**DIGNITY:** In all our interactions, Care ry shows deep respect for human dignity. We are sensitive to and responsive to the diversity of our members, partners and the entire community.

**QUALITY:** We always strive for the best results in all our activities. We are open to feedback and are committed to continuous learning and growth.

**VISION:** Our vision is to create a compassionate and united community where everyone feels valued, supported and empowered.

**TASK:** Our mission is to promote the health and well-being of immigrant nurses and nursing students living in Finland.

**OUR PRIMARY OBJECTIVE:** Our goal is to create opportunities that empowers nurses socially, mentally and physically.

**HEALTH AND WELL-BEING:** Care ry does not provide social and healthcare services. We empower nurses to manage stress to promote their well-being. Any customers that will need healthcare services will be requested to seek medical care at their health centers.

**LEGAL ACTIONS:** Care ry believes on equality. We treat everyone with dignity and fairness. We operate with professionalism in all our interactions and daily activities. We ensure that our services are provided to all people who need them regardless of income, age, gender, ethnic background or race, physical or mental ability or other factors, such as different behavior or lifestyle. Care ry will follow all the laws that govern NGOs. Our organization will not collect funds without proper fundraising permits and the organization will use the funds responsibly. We will give an account of where the funds will be used.

COMMUNITY OFFICE RELATIONS: Care ry fully appreciates the complexity and need for coordination that often comes up in customer service. We are committed to respecting each organization's role and working together in a collaborative spirit to maximize customer service effectiveness.

### 3. Self-monitoring system

The management is responsible for the self-monitoring of operations, and as part of that, customers and employees' safety. All employees should be professional and responsible in their work to promote customers' safety. The chairperson and vice chairperson acts as the person responsible for customer safety. As part of self-monitoring, information on operational risks and quality deviations is collected. Such feedback information is utilized in the development of operations.

#### 4. Safety management

Safety management is an important part of our organizations. Quality management, internal control and risk management, readiness and continuity management, and organizational safety support safety management. Self-monitoring monitors the safety of operations.

The security of the organization includes all management of security matters, which supports the goals of the operation. The goal of organizational security is:

Seamless flow in operations - uninterrupted service production and operation

Safety - protects employees, customers, stakeholders, reputation, information, and criminal activity in all circumstances.

#### 5. Internal control and risk management

Internal control refers to internal procedures and methods of operation with which the management strives with sufficient precision to ensure the legality and efficiency of operations. Control measures included in internal control help to ensure the achievement of goals, compliance with rules and regulations, appropriate use of resources, safeguarding of assets and reliability of information.

Internal control is carried out at all operational levels and in all functions of our company.

Our company faces internal and external factors and influences in its operations and goals. We call these uncertain effects "risk".

Risk management is the process of identifying, assessing and controlling threats to an organization's capital, income and operations. These risks arise from a variety of sources, including financial uncertainties, work overload and lack of enough staff.

- Risk management systems and procedures

Each actor does his part to ensure safe and high-quality services.

Personnel must be aware of security risks. Risks must be identified, their effects on safety and operation must be evaluated. This helps ensure the continuity of the organization's 's operations in the event of internal and external disturbances.

- Identifying and dealing with risks

Customer safety is done in everyday work, so development needs and risks are identified as part of the operation. In identifying risks and problems, the goal is proactive identification and observation, so that the necessary measures can be taken before unwanted events occur.

Employees are responsible for identifying problems in everyday work, reacting to them and making the information available to management. The supervisor is responsible for drawing up policies that support the implementation of customer safety work.

The handling of conflicts includes an open and constructive discussion. An open and constructive discussion atmosphere supports the building of a good safety culture in the company.



# Organization Activities/services

We offer Integration, training, Wellbeing and mentorship

## **Integration**

Care ry have contacted Gimara oy and they have promised to offer finnish language courses.

Levels: Basic(Perus taso) and Average level (Keski taso).

5-10 participants at a time for each each levels.

If care ry chooses 1 level only, they can take 20 participants at a time.

The course goes for 2 months. Payments are done monthly. Each student is meant to pay 155 euros per month. We are hoping to get a grant so that care ry would like to sponsor about 20 participants every 2 months. i.e 120 students in an year.

## **Training**

We will hopeful start providing finnish language courses starting January 2025 if we get the grant.

Finnish refugee council have promised to offer an integration course to care ry. Care ry will organize a meeting and invite them.

We will invite some speakers to talk with care ry members about specific topics of interest. We can also organizes some courses as per the resources.

## **Mentorship**

We can partner with schools and offer mentorship to the new immigrant nursing students. Suitable partners; Helsinki city, Universities e.g. Metropolia amk, Laurea, Diakonia, Edupoli etc

## **Well-being**

Care ry blog provides some information resources that can help promote nurse's well-being.

Care ry have opened a facebook group. Now it is public so that members can join and after members join, it will be private and members will be able to share information there and support each other.

We can also contact some wellness companies and travel companies and request them for discounts for the nurses. Some immigrant nurses have a lot of responsibilities back home and they sometime do not have enough finances to pay for wellness activities e.g gyms, massage etc.

### **How care ry will sustain itself financially in 2025**

1. Grants. We will apply for grants to support the courses.
2. Later care ry will apply for a fundraising permit so that we can get donations. Donations will support finance the courses.
3. Membership fee. This will be used to pay for expenses e.g bank fees, website maintaince fee etc

### **Technologies we can utilize to make the work easier**

- Ai blogger app can make it easy to write posts
- Rss can help connect the blog with our social media accounts making it easier to distribute information across the major social media accounts
- And much more

## Personnel management and safe working conditions

personnel competence and structure

We currently have 9 team members. All of them are working part-time at home on a voluntary basis. We do not have an office yet. When hire an office, we will ensure a safe working conditions by implementing safety measures, for example purchasing the necessary insurances among others.

Development and Training

Our staff will continually upgrade their skills to promote the provision of quality services.

We will hold meetings, in addition to customer feedback.

Recruitment

Care ry recruit personnel who meet the essential qualifications that are required for the chosen roles. Our staff also acquire good communication skills, customer relations skills, empathy and emotional intelligence.

## Data Safety

The privacy of those who participate in our activities, subscribe to our newsletter or otherwise provide us with their personal information is important to us. We use the information only for the purposes related to our operations, and we never give the personal information given to us to third parties without permission. If you have any questions about data protection, please contact info (at) care-ry.fi. Below is information about how we process personal data.

Made in October 2024

The controller and the person responsible for it

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Registry name

Care ry's customer and stakeholder register

Purpose of personal data processing

The purpose of the register is the planning, development and reporting of the organization's activities, management and maintenance of customer relations, informing about the activities, coordination of volunteer work, maintenance of donor information and other processing of personal data in accordance with regulations. Personal Data Act for purposes related to Care ry's operations.

Data content of the register

Name and contact information

Age or estimated age

Mother tongue and/or country of birth

Information about the times of participation in the activity

Information about the person's main activity

Explanation of the need for mentoring and monitoring

Survey about the effectiveness of our services

Donation information and purchase and payment transactions

Possible additional information provided by the customer

Regular sources of information

The register information is obtained from the registrants themselves, when they participate in the organization's activities, visit the organization's activities, participate in mentoring services, survey, fill out the registration form, become a volunteer or monthly donor, or make a donation or purchase in the online store. In addition, the participants' age assessment information is collected, if necessary, based on the assessments made by the staff.

Regular data transfers and data transfers outside the EU or the European Economic Area

Information will not be disclosed outside the association without the written or electronic consent of the member. Data will not be transferred outside the European Union. The information is only used in the organization's own operations.

Principles of registry protection

Manual material: kept in a locked room and only authorized persons have access to it.

Computer language material: the register is protected from external access by means of a firewall and passwords. The use of the register has been instructed and access to the personal register has been limited so that only those persons who have the right to access the register information stored in the electronic system and are entitled to use it are therefore entitled due to their work duties.

The right to inspect and correct data

The registered person has the right to check the member register information concerning himself and to receive copies of it upon request. The inspection request must be submitted to the person responsible for registry matters.

The controller must, without undue delay, on his own initiative or at the request of the data subject, correct, delete or complete personal data in the register that are incorrect, unnecessary, incomplete or outdated in terms of the purpose of the processing.

To use the right of inspection and to correct the data, you must contact the person responsible for the register (see information above).

Other rights related to the processing of personal data

According to the Personal Data Act, the registered person has the right to prohibit the processing and disclosure of information about him for the purposes of direct advertising, distance sales and direct marketing, as well as market and opinion research.

## Monitoring, updating and reporting

The implementation of the organization's self-monitoring plan is evaluated regularly. With the help of a self-monitoring plan, the company can identify successes and areas where improvements can be made. It also ensures accountability, allowing stakeholders to monitor progress and hold each other accountable for achieving goals.

The senior management prepares an implementation report once a year. The unit's self-monitoring plan is updated annually. In connection with the update, a summary of the implementation of the plan is drawn up and new goals are set based on it.

## Archiving and communication of self-monitoring plans

The self-monitoring plan is designed, signed and stores in the organization's document storage. The signatory is the company's chairperson or vice chairperson. This document is not published on our website but can be provided for to read anyone upon request.

## Appendix

### References

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