

Welcome



Integration plan for  
international health  
personnel involved in the  
Christophorus Group



## 1. A Fair and Transparent Recruitment Process

The first step of a plan for successful integration is a fair and transparent recruitment process. Together with our co-operation partners, we, the Christophorus Group, commit ourselves to adhere to the Employer Pays Principle, which means that all costs incurred by the recruitment and employment procedures regarding international nursing staff, are borne by the employers.

We work according to the provisions of the WHO's "Global Code of Practice on the International Recruitment of Health Personnel" as well as international human rights standards.

We communicate the procedures clearly and comprehensibly, making sure that applicants know exactly which steps they will be asked to take:

- **Transparency:** All requirements, conditions and options are disclosed in good time.
- **Fairness:** Equal opportunities and an anti-discriminatory selection process are a priority.
- **Supplementary information:** Applicants receive comprehensive information about living and working in Germany, as well as about their specific tasks in our facilities.

## 2. Preparations after the Recruitment

If we have been able to fill a position in one of our facilities with a nurse who lives in a country outside the EU, and once the work contract is signed, preparations for the nurse's transfer to Germany commence. Together with our co-operation partners, we offer e.g. support with the acquisition of visa, work and residence permits.

In addition, we offer the following:

- **Cultural sensitisation:** programmes to provide an introduction to German culture and the conditions found in the work environment.
- **Preparation through language training:** intensive language courses, offered even before the applicant's arrival in Germany, as well as further programmes to promote the acquisition of language skills (see point 8. Promoting the acquisition of language skills).
- **Clear communication:** ongoing contact between applicants and employers with a view to building relationships of trust and supporting the planning for entry to Germany.

## 3. Arrival and the First Days

The first few days are decisive for successful integration in the long term. Our integration management team will ensure that the new employees are well received and feel welcome in our facilities.

Our responsibilities include:

- **Collection at the airport:** Future colleagues and the integration management team will be there to ensure a personal welcome.
- **Welcome package:** An orientation guide and helpful handbook will be given to new staff members upon arrival as a welcome pack. These contain key information on the Christophorus Group, but also on everyday life in Germany as well as characteristic features that are specific to the region.
- **Support:** In the first few days, we accompany the new staff member to appointments with the authorities, we offer support when opening a new bank account and registering with the local authorities. In addition, we offer intensive support and help with regards to social integration.



## 4. Support with Relocation Management

We provide support for removal and house-hunting. The process of integration into the local structures begins with a safe and adequate home. We help with the following challenges:

- **House of flat hunting:** We assist our new employee's search for a flat and, if necessary, provide appropriate temporary accommodation.
- **Relocation assistance:** We will give advice on removal services and information about the local housing market within the district of Coesfeld.
- **Organising everyday life:** We offer help with insurances, mobile phone contracts and other necessities and demands of everyday living.

One particular requirement pertaining to the relocation of internationally recruited nursing staff is the guarantee of their full professional recognition and licensing. We, the Christophorus Group, as well as our co-operation partners, are obliged to assist our employees in the following essential administrative formalities that arise in the course of their immigration process:

- Registration of a place of residence within the district of Coesfeld
- Participation in a recognition procedure
- Reporting at the foreigners' registration office and the acquisition of a work permit

In particular within the first weeks after their entry into the country, our new international colleagues from abroad require support with the assessment of their mobility options. As their employer, we will give full assistance.

## 5. Establishing Integration Management

Within the Christophorus Group, it is the department for integration management which is the central contact point for all issues pertaining to integration. This department supports the entire process and ensures that the new staff members can settle into their professional work as well as their new social lives successfully. These responsibilities include the following tasks:

- Together with those in positions of responsibility within our facilities, they select the recruitment processes as well as make the decision in favour of a particular applicant.
- Supporting our immigration management:
  - After the decision for an applicant has been taken, the process of immigration management starts. From work contract, the procurement of necessary verification, the submission of an application up to the booking of the flight, there are many points with which the department of integration management is involved – if necessary, in consultation with co-operation partners.
- Preparation within the Christophorus Group:
  - Staff members and receiving teams will be informed about the onboarding process of the new colleagues and given intercultural training.
  - Together with other participating departments, an appropriate, tiered programme for introductory training as well as a plan for adequate mentoring and a buddy system will be put together and implemented.

- Assistance with the recognition procedure:
  - The Christophorus Group's integration management team is in contact with the recognition authorities and creates, together with its own or co-operating educational institutions, preparatory courses for the assessment test (Kenntnisprüfung), for adaptive study courses and language courses.
- Contact persons for our colleagues after their arrival period:
  - Even after the initial time of arrival, the integration management team will naturally remain available for questions.

## 6. Buddy System

One important element of integration – alongside the support and guidance provided by their mentors – is the introduction of a buddy system for our new international colleagues. These promote the exchange of opinions and good practice between new and experienced members of staff, and support the process of integration.

These buddies do not necessarily need to be working in the same team, however, they do at least need to be employed within the same facility. They complement the mentors, who are predominately involved in the practical aspects of induction.

## 7. Organising the Recognition Process

The recognition process of qualifications gained overseas is decisive for professional integration. Within the Christophorus Group and, if necessary, together with our co-operation partners, we provide assistance with the following procedures:

- **Document management:** We help with the compilation and submission of the required documents for the recognition of the qualifications needed.
- **Co-ordination with the authorities:** We assist with the applicant's communications with the German authorities and institutions.
- **In-service qualifications:** We will organise training or adaptive study courses if they are necessary for recognition.



## 8. Promoting the Acquisition of Language Skills

### – Enhancing communicative competence

The further development of language skills is essential for integration in our facilities and clinics. We offer the following:

- Support for the organisation of language acquisition in the applicant's home country
- Additional courses for the study of specialist vocabulary in the area of nursing after immigration / during the recognition procedure
- Opportunities for practical application of the language skills within the professional and social contexts
- Provision of / advice on supplementary digital options with a view to the augmentation of linguistic competence

## 9. Adapting the Induction Process

Our new nurses' induction process will be adapted to their individual needs and qualifications. An intensive introductory training will provide our new international staff with insights into the procedures and regulations within the Christophorus Group:

- The standard induction process will be expanded to include additional information and further introductory measures – these need to also be co-ordinated with the process of recognition.
- Together with the mentors, the buddies and the integration management team, a suitable programme for the new colleague's induction process is made to measure.
- Additional training will be offered in order to familiarise our new colleagues with the specific requirements of our facilities.

## 10. Supporting Team-Building Processes

Among the facilities of the Christophorus Group, a strategy has been developed by which the "entire team" is actively involved in the substantial area of "integration management" and connected to our corporate strategy.

Within the Christophorus Group, receiving teams are involved in relevant processes. These include, for example:

- The general decision to recruit international nurses for our corporation, and to accept all the resulting consequences.
- The selection of a particular recruitment path, as well as the preparations up to the point of immigration and the start of work
- The support for the entire team during the first months

Above and beyond this, we offer:

- **Team activities:** shared activities on a regular basis to strengthen team cohesion
- **Intercultural workshops:** promote an understanding of cultural differences within the team
- **Social events:** events to support social interaction between the team members



## 11. Broadening Competencies

Within the Christophorus Group, we address dimensions of diversity and take advantage of these to create a culture of welcome. We believe an increasing openness towards intercultural issues to be a cross-sectional task and embed it in all levels of our corporation

- The integration management team organises relevant training within the areas of personnel management, diversity management and increased intercultural openness.
- Our training programmes are complemented by workshops and events to foster intercultural competencies.
- At an early stage, we communicate with our internationally recruited employees to discuss relevant training programmes in which each staff member may be interested. Thereby, we hope to open up potential career paths in good time.

## 12. Averting Conflicts

It is important to recognise and resolve potential areas of conflict at an early stage:

- Within our facilities, we take on the responsibility of averting conflicts associated with migration, culture and religion.
- We back up our international staff members and offer extended language courses with a view to remedying linguistic deficiencies.
- We take action against any form of discrimination and encourage our staff to directly and openly confront racism.
- We regularly review our own procedures in order to promote early recognition of conflicts and necessary action

## 13. Enabling Social Participation

In the Christophorus Group, we promote the socio-political participation of the nursing staff we recruit:

- In our introductory programmes, we pass on information about the legal and social systems within the Federal Republic of Germany,
- Additional information is included in the induction process or the training programme for all members of the nursing staff within the team and
- We offer individual support by providing contact details and ourselves networking with organisations and faith communities that are active in civil society.





## 14. Considering the Family

We are aware that the integration of their family is of great importance for the well-being of our new staff members:

- We consider the international nurses' challenging family situation and ask about their ideas and hopes.
- We regularly seek information from relevant authorities about existing options for family reunification.
- We provide good contact opportunities (internet access, German mobile and telephone system).
- We regularly ask our new colleagues, as far as possible, about their needs for individual assistance.
- We understand their challenging situation and seek bespoke solutions.

## 15. Dealing with Resignation and Alienation

Should staff members express a desire to leave the corporation or in the case that there is a risk of enticement to take up employment with a different organisation, we deal with these situations in an open and professional manner:

- **Open conversation:** We offer to engage in open and solution-focused conversations in order to identify challenges at an early stage and find solutions.
- **Professional resignation management** Should resignation be unavoidable, we offer support for a smooth transition and termination.

This integration plan shows our commitment to a fair and sustainable integration of international nursing staff, and underlines the responsibility we take on within the Christophorus Group. Thereby, it reflects our ethical principles and ensures that new staff members feel welcome and well supported.



## Contact

**Christophorus Trägergesellschaft mbH**

**Integration management**

[integration@christophorus.eu](mailto:integration@christophorus.eu)

Südwall 22 • 48653 Coesfeld, Germany

**[www.ctc-coesfeld.de](http://www.ctc-coesfeld.de)**

## Publishing information

**Published by**

Christophorus Trägergesellschaft mbH

Integration management

Südwall 22, 48653 Coesfeld, Germany

Telephone: +49 251 89-48392

Email: [integration@christophorus.eu](mailto:integration@christophorus.eu)

[www.ctc-coesfeld.de](http://www.ctc-coesfeld.de)

**Editor**

Philipp Gakstatter

Integration Officer