

Windsor branch:

Home care services augmented by new nursing clinic



The staff at Bayshore Home Health's Windsor branch are proud to deliver care to clients at different stages of life. Whether they're providing nursing, personal support services or palliative care, the branch's 200 field staff and 20 administrative staff do so with empathy and a dedication to ensuring that patients' needs are met.

"Our caregivers are a very special group of people with so much compassion and caring. They are truly dedicated to their work, and the clients and families write us often about the impact that our staff have made in such a trying time," says Liz Daniel, who joined the branch in the summer of 2008 as its Area Director.

The branch, which serves Windsor-Essex County, opened in 1996. Many of its clients are referred by the Erie-St. Clair Community Care Access Centre (CCAC), and Bayshore is the only service provider covering the CCAC's Hospice Residential Home staffing contract. The branch also does work for Veterans Affairs Canada, the Ontario Workplace Safety Insurance Boards, insurance companies and private clients.

In January, the branch opened a centrally located nursing clinic that is expected to see about 80 CCAC clients a day when fully ramped up. Most patients visit for wound care, but the clinic also provides drug infusions and health education, such as diabetic teaching and showing families how to change wound dressings.

While some patients were hesitant about switching from home care to the clinic, they were quickly won over by the "Dream Team," the core group of 12 nurses who work there. "They try to make people feel comfortable and welcome. Clients realized, too, that having access to a fully stocked clinic for wounds is a lot better. We've been collecting client satisfaction surveys and they've been overwhelmingly positive," says Daniel, adding that appreciative patients bring in cookies, coffee and even tomatoes from their greenhouses. "They genuinely seem to enjoy getting out of the house to see the staff and other patients."

The clinic is headed up by Nancy Botosan, Manager of Clinical Practice and an enterostomal therapist. "She's very respected in her field, and she's always working with the nurses

on what the best practices and products are," says Daniel. "The staff bring their experience from working in emergency rooms, palliative care and the community, and we've formed a really cohesive team."

The branch's 12 palliative home care nurses saw over 100 clients in their homes in the past year. "Having both the palliative shift contract and the hospice contract allows us to be the same provider if a client chooses to go to hospice at the end of life," says Daniel.

Most of the office staff are veterans in the field and have been at the branch for a long time. "In Windsor, Bayshore is the go-to branch for anything that's difficult or hard to fill – last-minute, weekend, holiday or on the outskirts of the county. The CCAC has a lot of confidence in us and our nurses, and knows that no matter what needs to be done, we're going to figure out a way to do it."

The branch has chosen the local hospice as the beneficiary of all of its fundraising efforts. "We staff the hospice, and it's really struggling now with the economic times in Windsor. They have had to raise a lot more money than in the past because a lot of their former sponsors aren't able to contribute," explains Daniel.

To raise funds, Bayshore staff hold special events around various holidays, such as bake sales for Easter and Valentine's Day. The branch raised over \$2,500 with a team of 10 at last year's Hike for Hospice Palliative Care. This year, its team is 10 times larger.

Daniel is excited about the branch's team spirit, and she enjoys working for a company that is known across the country for its caring employees. "I especially love telling people in the community that I work for Bayshore. Everyone seems to have a moving story about someone they know who was cared for by one of our caregivers. It gives me great pride and a feeling of contributing something important to my community."

For more information, please contact ldaniel@bayshore.ca

Left to right are:
Kate Farrell, Shelly Billweis, Mary Lauder, Barb Nahnybida, Jodie Simpkins, Dee Wychreschuk, Karen Mammonas, Liz Daniel, Kathy Hamlin, Tricia Wynants, Jill Bilyk and Deb Groen.



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