

## *Toronto branch:* Serving a diverse population with outreach and a new clinic



### Each day at Bayshore Home Health's Toronto branch

is different from the one before, and that's part of the pleasure of working there, says Area Director Robert Lanc. "We have a very busy office – the phones are constantly ringing, and everyone has many balls in the air. We couldn't do what we do without teamwork."

The branch serves Toronto's incredibly diverse population. (According to the municipal government, people from virtually all of the world's culture groups live in the city, speaking more than 100 languages and dialects.) The branch has 11 administrative employees and 150 field staff, including about 100 personal support workers. It is located in the heart of downtown Toronto. "We pretty much do it all, from providing companionship and nursing to wound care and foot care," says Lanc, who has been at the branch for a year and a half.

Many of the branch's referrals come from insurance partners and the Ontario Workplace Safety & Insurance Board. It also has many private clients. The branch was one of the first to offer Bayshore's *myNurse* health management program. Its *myNurse* Health Advisors, Polina Philip and Jackie Hickey, continue to be the branch's ambassadors in the community.

Many client cases are challenging or called in on short notice, but the staff make every effort not to turn anyone away. "No' is a word we try not to use in the office," says Lanc. "We try to give the best service we can to every call."

Lanc is also proud of his branch's new clinic, located onsite. It opened at the end of November. "We're starting off with infusions, collaborating with three rheumatologists in our office building. The clinic will also be offering wound care and many other services."

A year ago, the branch moved from University Avenue to its current location at Bay and College streets, which offers more space for administrative tasks. With the addition of the clinic, the branch also increased its office size by 600 square feet.

Over the next few months, the branch will focus on promoting the clinic to the community and medical professionals. "We recognize the investment Bayshore made in the clinic and want to make sure it's a raging success," says Lanc.

He is effusive when praising his staff and how they have contributed to the clinic. "I think we have one of the greatest teams in Bayshore, plain and simple. Everyone understands the job that needs to be done and pitches in where they can. The new clinic is a perfect example of everyone coming together and getting things done in time for our open house at the end of November."

Staff receive ongoing education year-round in topics such as workplace safety, lifts and transfers, and fall prevention. The branch supports employees who are interested in developing a specialty, such as becoming a diabetes educator or learning about acquired brain injury. A registered nurse and Manager of Clinical Practice who work in the new clinic have completed training in Advanced Cardiovascular Life Support (ACLS).

The branch publishes a monthly newsletter to keep employees informed. It also chooses "Staff of the Week" and "Staff of the Month" who have provided excellence customer service. Employees are invited to a holiday buffet, where the branch will recognize its Nurse of the Year. It also celebrates Nursing Week and Caregiver Week.

The branch is always busy offering wellness clinics in the community, free of charge. "You should see my calendar!" says Lanc. He and his team attend the many health-related fairs and trade shows throughout Toronto. They regularly visit seniors' drop-in centres, such as the North York Seniors Centre and the Syme 55+ Centre, to give educational talks and provide blood-pressure checks, heart health screening, cholesterol checks, bone density scans and flu shots. The branch also takes part in Hike for Hospice, in support of Alliance Hospice.

"Our branch has gone through a tremendous amount of change with our new clinic, and that's going to offer us a large amount of exposure to the Toronto marketplace that we haven't had before," says Lanc. He is confident that his team will rise to this challenge. "Day in, day out, we all share one goal: to see the branch succeed."

For more information, please contact [rlanc@bayshore.ca](mailto:rlanc@bayshore.ca)

Left to right: Nicole Calis, Andria Matthew, Barbara Ojmadu-Fennell, Robert Lanc, Buena Bersalona, Tania Batuwantudawe and Angela Hamilton. Missing from photo are Polina Philip, Jackie Hickey, Camille Douglas and Natasha Laing.



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