

## *Timmins branch:* Immersed in the life of the community



### The team at Bayshore Home Health's branch in

Timmins, Ont., believes in a holistic approach that takes heed of the many factors that influence a client's health. "Look at the person as a whole. Look at the whole picture," says Cathy Poupore, the branch's Area Director. "Don't just focus on the immediate reason why the person has been referred for care – consider all aspects of what's going on in his or her life."

The branch has served Timmins and the surrounding area since 1992. Other communities it serves include Temiskaming Shores, Kirkland Lake, Matheson, Iroquois Falls, Val Gagne, Cochrane, Smooth Rock Falls, Fauquier, Kapuskasing and Hearst. In addition to contracts for nursing and overflow home support with the Northeast Community Care Access Centre (CCAC), the branch does private nursing and home care, and handles referrals from the Ontario Workplace Safety and Insurance Board and Bayshore's pharmaceutical division and national care team (which manages referrals from insurance companies).

The branch has eight registered nurses, 11 registered practical nurses, 16 home support workers and six administrative staff. "We have a very good working environment. Our team is like a family, because it's so small. Most nurses are here daily to pick up supplies or referrals, or fax reports to doctors," says Poupore, a nurse who has been with the branch for 17 years.

Poupore is passionate about providing high-quality home care. "When people are in their own environment, they heal better and usually eat better. They also sleep better because they're in their own beds, and not worrying about how their family is doing. It's a different type of nursing. It's not for everybody, but I believe we make a difference by allowing our clients to get out of the hospital and into their own homes."

In addition to its home care services, the branch works with Bayshore's Specialty Rx division to provide in-home intravenous therapy and infusion pumps for CCAC clients. "We didn't have a pharmacy in town that mixed the medications, so before Bayshore Specialty Rx started providing CCAC clients with medication and pumps, our nurses were delivering medications and also visiting patients three or four times a day. Now, they can concentrate more on the person, because they don't have to do the deliveries" says Poupore.

The Timmins branch piloted Ontario's first CCAC ambulatory care clinic, located at the Timmins and District Hospital. "The hospital provides space to the CCAC, the CCAC refers client to us, and we provide staff to look after patients," explains Poupore.

The branch holds monthly in-service training sessions for field staff, and office staff are encouraged to take courses that interest them. "We attend diversity training at the Timmins Chamber of Commerce. It's a great way to do community outreach," says Poupore, who also sits on the Timmins Family Health Team Advisory Committee and Northern College's Health Sciences Advisory Committee. "The college committee gives us the opportunity to offer feedback on what's working well in the school's nursing and personal support worker programs."

Poupore is also on the Timmins Local Immigration Partnership Council, which explores how to make the city a welcoming place. She's especially interested in integrating foreign-trained nurses and personal support workers into a health care system that increasingly needs them.

Poupore has added diversity workshops to her branch's services, anticipating the need for greater cultural understanding among employers as newcomers fill jobs vacated by retiring baby boomers.

The Timmins branch participates in many other community initiatives, including the Chamber of Commerce's "Welcome to Timmins" event, which showcases what services are available and attracts about 1,000 visitors. The branch also co-sponsors a popular one-day seniors' health fair that will likely expand to address other age groups this year.

Bayshore staff are also a fixture at Northern College's health sciences job fair. "We offer one of the best and varied clinical experiences for nursing graduates," says Poupore. "We're very friendly and welcoming, and we try to keep things light and laugh when we can, because some health care situations, such as palliative care, are emotionally challenging."

Fun staff events include Nursing Week and Caregiver Week celebrations; chili days, when office staff cook lunch for field staff; monthly birthday parties; and catered staff appreciation dinners at a local hall. The branch plans to launch a social committee and an employee newsletter.

Poupore is justifiably proud of her branch and its hard-working team, and she enjoys the challenge of the work. "No two days are ever the same – you're always learning and coming across new things," she says. "Obviously, I love it, because I've been here for 17 years! I'll probably still be coming here with my walker after I retire."

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

Standing left to right are:  
Joanne Blood, Gabrielle Brazeau,  
Debbie Jalbert and Lynn Ferrari.  
Seated is Cathy Poupore



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