



in the news



Building relationships meaningful to Preferred Health Care Services PSW

Patricia Garringer shares why providing personal support is an important role in the community

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By Camille Jensen

Visiting with a 92-year-old couple over a cup of tea is one example of why Patricia Garringer enjoys being a personal support worker (PSW).

of tea with them because this is their time to chat and find out what's going on," says Garringer.

"They count on you to keep them up to date and just be a visitor and socialize with them."

Garringer says she appreciates getting to know seniors, many of whom share their life experiences with her. Their stories speak of a different time and provide the senior

with a chance to reminisce.

"It was so different when they were growing up," she says. "They have fabulous tales to tell, some during the war, and it is very interesting."

Garringer says that PSWs play a valuable role in the community.

They help certain clients become independent and are with others during their final stages of life.

Adding to this, PSWs often become a part of their clients' lives. They can be with the clients more than their families and serve as a link to the outside world.

"They enjoy having you there and they look forward to you coming," says Garringer.

While at times a client can be challenging, Garringer says it's important to remember it's not personal.

Having worked in the sector for more than 15 years, Garringer says Preferred Health Care Services is supportive of its staff and is there to help when needed.

She says the company listens to PSWs' concerns and helps find solutions, which highlights the company's commitment to providing excellent service

to both staff and clients.

"They listen to your concerns and act on it," she says. "It is really quality care."

Adding to this, there is a high degree of professionalism throughout the organization, which makes for a dynamic work environment.

Garringer says she has been given opportunities to pursue her interests, taking courses offered to PSWs on topics such as mental health and palliative care. She is also certified for attaching the N95 respirator and works with nurses who provide the service.

In addition, Garringer is a member of Preferred Health Care Services' quality improvement committee.

"You get your work done and then you have to sit down and have a cup of tea with them because this is their time to chat and find out what's going on."

— Patricia Garringer, personal support worker, Preferred Health Care Services

Garringer, who works for Preferred Health Care Services, provides personal support to home-care clients and says it's the relationships with people that make her job worthwhile.

"You get your work done and then you have to sit down and have a cup

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