



# in the news



## Respect and teamwork at core of Preferred Health Care Services

*Client care specialist Mardy Cometa shares benefits of working with the company*

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By Camille Jensen

Mardy Cometa says she knew Preferred Health Care Services was a great place to work when she was handed the book *Raving Fans* and asked to provide feedback.

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*“When you see that you have done something for people, especially the client, that is the most fulfilling part of the job.”*

— Mardy Cometa, client care specialist, Preferred Health Care Services

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The book, written by Ken Blanchard and Sheldon Bowles, was handed out by the company’s office manager Aliya Janson and outlines why organizations should strive to create “raving fans” as opposed to just satisfied customers.

That philosophy struck a chord with the newly-hired

Cometa, compelling her to write a four-page reaction about the book and its relevance to the work of Preferred Health Care Services.

Her insights were circulated throughout the office, highlighting the respect the company’s holds for its staff members, according to Cometa.

“I said ‘OK this company is really encouraging to me,’” recalls Cometa, who says she

was impressed her colleagues took the input seriously. “I will stay here longer.”

That was two years ago and Cometa says she enjoys the culture at Preferred Health Care Services. Staff members have “a very good relationship with one another,” and the company promotes

open communication.

Cometa says a key strength of Preferred Health Care Services is its value of teamwork. Staff members are trained on each other’s roles and are able to support each other when necessary.

“We view the job as not an individualized job but one done by a team,” she says.

In addition to an accommodating work environment, Cometa adds she derives personal satisfaction from her role as a client care specialist.

In her role Cometa communicates with a variety of stakeholders in the home-care sector including case managers at the Community Care Access Centres, Preferred Health Care Services nurse managers and personal support workers, as well as clients receiving home care.

“I didn’t realize that I love to talk to people and to meet people until

I got into this job,” says Cometa, who emigrated from the Philippines to Canada six years ago.

“When you see that you have done something for people, especially the client, that is the most fulfilling part of the job.”

Communication and problem solving come easy for Cometa, who previously worked as the CEO of her family’s business in the Philippines.

“Those experiences in the corporate world helped prepare me for this kind of job,” she says.

Cometa also holds a degree in education and is an internationally-trained registered nurse.

That background is helping her plan her next steps forward with the company. Cometa says she is currently taking courses to become a registered nurse in Canada with the goal of becoming a nurse manager at Preferred Health Care Services.