



TOWN OF HARBOUR GRACE
BUSINESS OF THE WEEK

COMPASSION HOME CARE



BUSINESS PROFILE

Compassion Home Care opened their Harbour Grace office in 2019—their 10th office in Newfoundland—where they’ve been delivering a wide range of home care services to Conception Bay North and Trinity Bay. 2024 marks the 30th anniversary of Compassion Home Care in the province. They’ve recently added an additional Harbour Grace office this year, located at 474 Harvey Street, to better service the region. This location now boasts 123 employees, and they’re always hiring new employees.



Working with clients and their families every step of the way, Compassion Home Care tailors a personalized Plan of Care that helps clients feel right at home. Their **home care services** include personal care, homemaking / companionship, respite care; foot care and nursing supervision of staff; and their **special needs care** includes aiding those with a physical or mental disability, palliative care, and Alzheimer’s care.

If you or a loved one are interested in Compassion Home Care’s services, drop by their new Harbour Grace office at 474 Harvey Street or visit their website, compassionhomecare.ca.

QUESTION & ANSWER



Photo courtesy of Compassion Home Care

HOW DID THE HARBOUR GRACE LOCATION START?

Well, before this location opened in 2019, Compassion's nearest office was in Bay Roberts. The Bay Roberts office had gotten increasingly busy, and the **business was looking to expand**, to service the Harbour Grace and Carbonear areas, down the Conception Bay shore, and Trinity Bay. Sandra was originally a Pike from Harbour Grace, so there was a special connection with the community; and there was **suitable real estate to purchase in Harbour Grace** at the time. Right now, we have 123 home support workers operating from the Harbour Grace location.



TELL US A BIT ABOUT YOURSELF

I'm **Lori Davis**, and I'm the office manager of Compassion Home Care's Harbour Grace location. I've worked for the company for nine years. I'm originally from Carbonear and presently live in Bristol's Hope, where I moved after living in Ontario for many years. Before managing the Harbour Grace office, I worked at the Bay Roberts location as a care coordinator.

TELL US ABOUT COMPASSION HOME CARE

We're a **dedicated home care service provider** in the province, with 30 years of experience in the industry—we passed the 30-year milestone in November of this year. Compassion Home Care is a family business, originally founded at the kitchen table of Sandra and Bill Noel. Their son Dwayne is now CEO and has 25 years of experience with the company. Right now, we have **11 locations across the island**, with our most recent opening in St. Anthony. Other locations include Bay Roberts, Burin, Clarenville, Corner Brook, Deer Lake, Gander, Grand Falls-Windsor, Paradise, St. John's, and—of course—Harbour Grace.



Photo courtesy of Compassion Home Care

AND YOU'VE RECENTLY MOVED TO A NEW BUILDING?

Yes, we recently purchased the former Western Petroleum building, so we now have **two offices here in Harbour Grace**. The first building wasn't big, with only three physical offices; our RN and LPN had to share an office, and we needed another part-time admin, so moving to a bigger space made sense. Coincidentally, this need rose around the time the former Western Petroleum building was for sale, and the location was excellent, being just down the road. And we've had such a **positive response from the business being in the community**; we were more than happy to stay in Harbour Grace. Additionally, our new building allows us to have an in-house foot care clinic for clients, to complement our at-home services. We've kept our first office, too, where our operations team is now based.

PLANS FOR THE FUTURE?

Well, as I mentioned earlier, our **foot care clinic** opened on November 7. This service can be paid out of pocket, in addition to those who may be covered under their health boards. Our foot care clinic can be booked by calling (709) 596-6272. Also, it's worth mentioning that there is **additional office space for lease at the new building**; there are two offices and a bathroom in that space, so hopefully we'll have some new neighbours soon.

ANY CHALLENGES?

Staffing is an issue, for sure. We're always looking for home support workers to meet demand. Our home support workers are unionized, and we're seeing an increase in new applicants with the new benefit package, with health and travel compensation, and wage increases. We have a wide range of employees, with varying levels of experience—everything from people just out of high school to retired RNs who've worked for Eastern Health for years. We have a rigorous orientation process and a ten-module course for those with no experience. However, we have a lot of employees working for Compassion Home Care—we have over **600 home support workers in the province and 38 office staff**.

WANT YOUR BUSINESS FEATURED?

If you want to be featured as our 'Business of the Week', contact Matthew at (709) 596-3631 ext. 4, or email m.mccarthy@townofharbourgrace.ca



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OFFICE MANAGER

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Over 25 Years of Caring



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