

Gary Taylor/Shoppers HomeHealthCare

By Stephen Challis



RRFDC Board Director, George Emes (left) presents the staff of Shoppers Home HealthCare with a 2007 Customer Service Challenge plaque.

The range of products and services available for health recovery and maintenance has increased enormously in recent decades. Individuals no longer face a choice of a cane, crutches, or perhaps a wheelchair. Patients and others who may need long-term assistance can choose from many different machines and devices in their quest for convenience, comfort, and independence.

Situated on King's Highway in the west end, Shoppers HomeHealthCare provides district residents with such products and services, tailored to specific needs. "If we don't have it, we will find it," said Mr. Gary Taylor, the General Manager. "We do house calls," said Gary... which in his business means to do an in home assessment of the suitability of an item and provide an explanation on how to use it.

Customer service for Gary means: "to go the extra mile for the individual and his/her family." "It is in your blood to do this", he said. And: "It is a great feeling to help someone with their dignity and independence."

The Fort Frances location is a satellite of the Thunder Bay outlet which in turn is a franchised location of Shoppers HomeHealthCare Canada, part of Shopper's Drug Mart Inc. The services range from custom modification of seating and mobility equipment to automobile and van conversions. A wide range of aids to daily living are sold. Often the need for a product or service arises from a recommendation made by a health care professional. The staff does the installation of the product and, as required, they can act as a general contractor when the service of a tradesperson, e.g. plumber or electrician, is required.

Gary started in the business as an assistant at the Thunder Bay location. Then he was asked to lead the satellite outlet when it came to town almost 14 years ago. All of his staff has received product manufacturers' training.