

7 QUESTIONS for Sally Harding

By Carol Lawless | Photos by Christina Robertson

Your company recently celebrated its 25th Anniversary. Can you tell me one of the reasons why you think you've been so successful?

"We treat our employees like family. We believe quality care is based on honesty, trust, fairness and accountability. We have tremendous respect for our front line professionals who provide health care services to clients in the privacy of their own homes."

Your company recently changed its logo. Where did the inspiration for this new look come from?

"We asked our employees for their input and we held a contest and asked people to submit their ideas and designs so that we could create a fresh look for Nightingale to coincide with our 25th anniversary."

Can you tell me about your recent initiative with Community Futures Development and Fleming College?

We partnered with Fleming College to educate and CFDC to provide funding for 10-12 students to enroll & obtain their Personal Attendant Diploma. PA is very similar to a Personal Support Worker. Nightingale understands the home and community setting for quality care delivery. By sharing our tested policies & procedures with the class, we impart valuable examples of real situations PA's will encounter during their home care career. Having students understand the Nightingale philosophy of employee/ client safety is also a huge advantage to us when we hire some of the graduates.

Do you have a background in nursing?

"My background is in finance. I'm an accountant. I'm constantly amazed and inspired by nurses and personal support workers and the kind of care and service they provide."



The name Nightingale Nursing conjures up a very distinct image. What does it mean to you?

"Florence Nightingale carried the lamp when she tended to soldiers on the front line. But people might not know she was a statistician and credited for inventing the pie chart. So for me, she's not only a beacon of hope but a pioneer and an inventor as well."

You're a working mother and you have two children. Do they get Nightingale care when they get sick?

"I hope so. Every night before he goes to sleep I ask my son Jackson, 'Who is your best friend?' And he tells me, 'You are Mom.' And every day when I drop my daughter Rachel off at school I ask her, 'Who is my special girl?' And she tells me, 'I am.'"

Our world is so busy we sometimes forget the needs of our aging population. How do you think Nightingale approaches this challenge?

"By providing skilled and happy professionals who are valued for their work and dedicated to providing compassionate care for people who wish to remain independent and live in their own homes."

Sally Harding is the ceo of Nightingale Nursing Registry Ltd. They provide health care services to clients in the privacy of their own homes.