



CARE Connection

A publication for clients of BAYADA Home Health Care | Celebrating 41 years of compassion, excellence, and reliability

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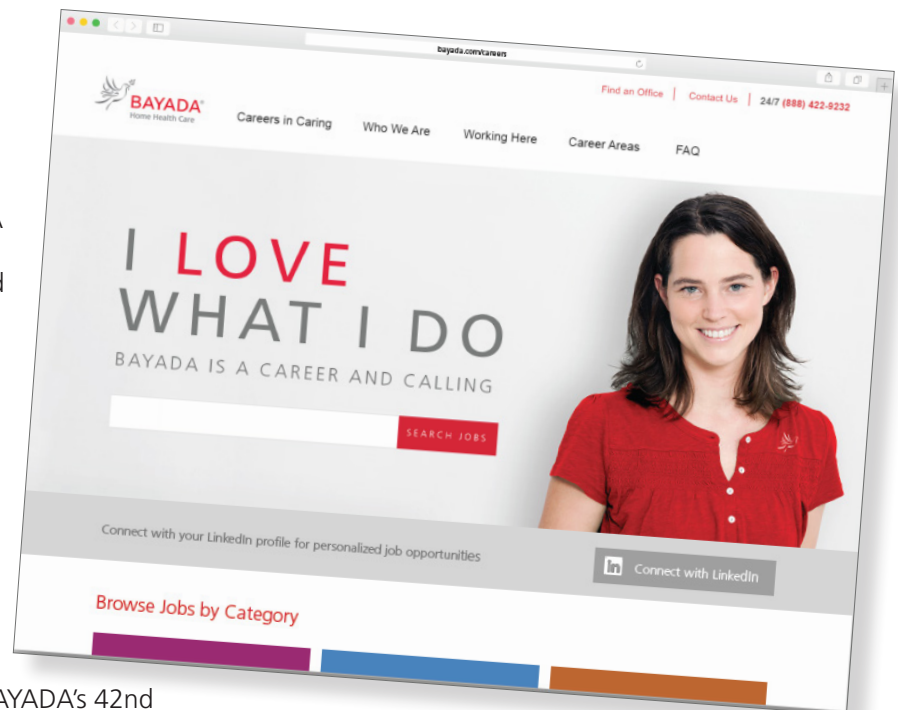
bayada.com

I LOVE WHAT I DO

BAYADA is launching a new recruiting campaign to overcome the nursing shortage for our clients by attracting, training, and retaining the best nurses and care professionals who feel BAYADA is a career and a calling they love.

There is nothing worse than telling a client in need that we simply can't help them. Yet, without enough qualified nurses and care professionals, we've had to say that much too often. That's why BAYADA is launching a new recruiting campaign to attract, train, and retain the very best people, so we can always say, "Yes, we can help."

We know your BAYADA Care Professionals love their work, and we want to spread the news to attract more people who will provide care with the compassion, excellence, and reliability you deserve.



Starting January 17, 2017—BAYADA's 42nd anniversary—you will notice a change to the look and feel of our web and mobile sites—bayada.com—and on some of the materials you receive from BAYADA. Our new look will portray a youthful nurse whose natural expression conveys idealism, hope, and pure joy for their work and connection to our clients. It will also emphasize what BAYADA employees have been telling us for years—they *love the work they do!*

We believe we will be better able to meet your needs by refocusing our energy on supporting and attracting care professionals who share our passion for helping people find comfort, independence, and dignity during tough times, and who are committed to directing their talents, skills, and positive spirit to the cause of helping and healing.

Thank you for allowing us to care for you or your loved one. We are committed to delivering better care with bigger hearts and higher standards. ■



The Power of Client Stories

Shared by Client and Family Advocacy Director **Rick Hynick**

If there is one thing that transcends every society, culture, spoken language, geography, and generation, it is the ability to listen to or tell a story. It is a fundamental way that humans communicate. There are all types of stories: funny, sad, interesting, exciting, and so on. Telling stories is something we do every day—and don't really give much thought to—yet the most important stories we have at BAYADA happen every day in the homes of our clients and families.

At BAYADA, we have the honor and privilege to meet many families and become part of their lives. It is an awesome responsibility to be in the home of a person with a medical need and provide care that makes their life even just a little bit better at that moment in time.

As our professional caregivers follow care plans and provide nursing, assistive care, or therapy to thousands of clients on a daily basis, we have learned that our families possess many stories that others without medical needs don't often realize, understand, or think about. These stories are often well understood by a family caring for a loved one who is in a wheelchair, or has a food pump, or who has an airway through a tracheostomy, but these stories are understood to very small degrees if your close family members do not have special medical needs.

For example, I recently spent time talking with the mother of a young lady who depends on a wheelchair to get around. The client tries very hard not to be reliant on others. Her mother explained that it takes her 20 minutes to get from her bedroom in the morning to be able to use the bathroom, where it would take a person without a medical need mere seconds.

The majority of our elected officials do not have an extensive health care background, so any education our families and staff can provide to them based on real life experiences would make for a better opportunity for future funding and regulatory decisions to



Hearts for Home Care

A BAYADA program supporting quality home health care.


favor the home care industry. Because our elected officials with the power to make decisions and vote (such as state and federal representatives and senators) are often involved with decisions related to Medicaid and Medicare funding and regulatory issues, it is very important that they understand the benefits of home health care services.

When public officials recognize how important quality home health care is in the lives of so many people, they will be more likely to create laws and rules that support these services.

That's why we want to help you share your stories about what happens in your homes that are unique to people with special medical needs. Your personal stories can help convey what it feels like to care for someone who has a colostomy or who can't bathe or get dressed by themselves (for example) due to their medical condition.

One of BAYADA's goals in advocating for our clients and families is to gather and share your stories to help ensure that elected officials and those in decision-making positions understand the importance and value of home health care from the most important level—that of the family. We want your voice to be heard in the government decision-making process and advocate for you when decisions that impact your care are being made. ■

BAYADA employees and clients have stories to tell — thousands of them



Full Name

First Name Last Name

E-mail

Provide your story here:

"My triplets were able to come home from the hospital thanks to this wonderful service. I am so grateful to BAYADA for giving me some time to actually be a mom for my boys. It seems like every day is still a battle, and I am committed to changing things for the better for families like mine."

-Amy W, BAYADA Client

Share your story!

Please consider sharing your story! You may do so by visiting our Hearts for Home Care website at bayada.com/heartsforhomecare. (Scroll to the bottom of the landing page to share your name, email address, and story.) Please contact me, Client and Family Advocacy Director **Rick Hynick**, at rhynick@bayada.com with any questions about client and family advocacy at BAYADA.

Clients Say “Thanks to My BAYADA Caregiver”

Last month, BAYADA celebrated National Home Care Month by recognizing all of our home health care professionals who provide quality services to our clients. In the last issue of the CARE Connection, we asked you to share your personal stories about how your BAYADA caregiver is committed to caring for you or your loved one in the comfort of home.

Thanks to My BAYADA Caregiver...I Can be Peaceful

It was a long drive home from the neurologist’s office, where my husband, **Chuck Black**, who was 52 years old at the time, had been diagnosed with frontotemporal dementia, a rare form of dementia that affects one’s personality, behavior, and language. It was on that drive home that the vows we said 30-plus years earlier rang clear in my mind, “in sickness and in health....”

This insidious, merciless disease is taking away the man I love day by day. It has left a stranger who resembles my beloved husband, who requires 24/7 supervision and care. The years following that initial diagnosis have left the burden of his care on me. If it were not for the love and support that the BAYADA caregivers have given Chuck, we just could not have survived.

Through all the years that have followed that day at the neurologist’s office, there have been many wonderful caregivers. However, I must

recognize one in particular as the benchmark of excellence, BAYADA Home Health Aide **Michele Huff** from the Greenville, NC office. Her attention to the details of Chuck’s care surpasses my highest expectations.

Each morning, she walks through my door ready and eager to face the challenges of caring for Chuck. The challenges are many and varied due to the unpredictable disease process. Michele takes it all in stride with a smile on her face.

Although Chuck no longer speaks, I’ve noticed that his demeanor has changed for the better. He no longer paces anxiously, and he is peaceful in his surroundings. I attribute this to Michele’s demeanor and manner with him. Michele truly has been a Godsend. Each day, as I leave for work, I rest in the knowledge that he is in good, loving hands. I can accomplish the tasks of my day without

undue concern and anxiety for the things going on at the house.

I, too, can be peaceful knowing Chuck is well taken care of. Oh, if the world was filled with Micheles, what a wonderful world it would be.

I just have to express my heart of gratefulness to my BAYADA Aide, Michele. She is so much more than I could have thought to ask for. She is truly a blessing to our lives, and I would like others to know what a gem she is.

Sincerely,
Esmeralda Black
Wife of BAYADA client, Chuck Black



BAYADA Home Health Aide Michele Huff with my husband, Chuck Black

Thanks to my BAYADA Caregiver... My Sister and I Can Ease Our Worries

BAYADA Home Health Aide **Veronique Earnest** from the Plant City, FL office cares for our mother while my sister and I live in other states. She has been with my mom—**Lois Sanderson**—for several years. I can also say that the family of my mother’s late husband, Arthur Blumenthal, feels the same as we do.

Veronique was there for us when Mr. Blumenthal fell ill with serious kidney disease and needed to be in the ICU, and we were scrambling to schedule 24-hour care for Mom. Veronique was such a blessing when Mr. Blumenthal came home from rehab. Both my mom and Mr. Blumenthal had to move into assisted living, and she was very helpful with that.

Veronique was also there to be with Mom when Mr. Blumenthal went for his dialysis three

times a week, since she cannot be left alone. Her presence was a great comfort to us when Mr. Blumenthal became increasingly ill and—unfortunately—passed away earlier this year.

While we have, of course, spent a lot of time traveling to Florida to take care of things, there is nothing like the peace of mind knowing we have such an advocate for our mother on a consistent basis. Veronique helped ease my mother’s transition when we had to move her to the memory care unit in April. Due to an injury, I couldn’t be there, but Veronique was. No one else could have arranged her new and tiny room in such a comforting and personal way. She helps my mother make crafts—which she loves to do. In fact, Mom has an entire wall displaying her works of art, which sometimes is the only light in her day. We are all so appreciative that Veronique can be our

eyes and ears when we cannot be there; she is truly family to us.

If all of what I described was not enough, Veronique does all of this while in treatment for her own illness. She is a Godsend for our family, and there are no words to describe how thankful we are that she has been placed in our lives during this difficult time.

Sincerely,
Nancy Matthewson, and the family of Lois Sanderson



BAYADA Home Health Aide Veronique Earnest with my mother, Lois Sanderson



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bayada.com

CARE Connection is a publication for BAYADA clients and their families.



Wishing you and yours a beautiful holiday season, filled with the warmth and comfort of friends and loved ones.

Happy holidays
from your extended
BAYADA family

BAYADA SPECIALTY PRACTICES

Home Health Care • Pediatrics • Hospice • Habilitation

Services may vary by location