



WE LOVE WHAT WE DO

CARE CONNECTION

A PUBLICATION FOR CLIENTS OF BAYADA AND FAMILY MEMBERS

BAYADA Clinical Manager Pam Compagnola, RN

A Message from BAYADA CEO David Baiada



As we all continue to navigate the challenges of the **COVID-19 pandemic**, the spotlight has shifted to another crippling disease with longstanding and pervasive roots in our society: racism.

I feel a deep sadness, frustration, and anger as I grapple with the news of the senseless killing of Black Americans. And I feel isolated and disconnected from others in our BAYADA community as we try to navigate the pain, fear, and frustration felt by communities and people of color within BAYADA and across the country.

Our BAYADA community of compassionate caregivers—comprised of many different races, ethnicities, abilities, sexual orientations, genders, and ages—stand together vigilant and united against racism and discrimination. *The BAYADA Way* has always guided us and continues to serve as a reminder that working with a spirit of universal faith, hope, and love is as important as ever, and extends to everyone in our society.

You have my pledge that BAYADA will continue to uphold and promote equality for all we serve, and to all those who serve you. You can read my full message, *Standing Together with Love and Compassion*, at <https://bit.ly/bayada-ceo>.

With gratitude for the trust you place in us,

David Baiada

CEO, BAYADA Home Health Care

Read David's full message, *Standing Together with Love and Compassion*, at <https://bit.ly/bayada-ceo>.



Seniors and Dehydration: How to Stay Safe in the Heat

If you, or the people you love, are over the age of 65, it is extra important to stay cool and well hydrated when it is hot outside. A number of factors make seniors more vulnerable to heat and dehydration—some of them may surprise you.

People over 65 are at higher risk of complications from the heat because they are less likely to sense and respond to changes in temperature. Keep in mind that:

- Certain medications may cause mouth dryness, increase sensitivity to the sun, or impair the body's ability to regulate temperature and perspire.
- Some medical conditions may upset the body's normal response to heat, such as thyroid diseases, high blood pressure, heart and circulatory problems, cancer, and chronic illnesses like diabetes or lupus.
- Sun, heat, and humidity can trigger breathing problems for adults with respiratory conditions such as asthma and chronic obstructive pulmonary disease (COPD).
- When a senior is in danger and shows signs of dehydration, such as confusion, cognitive impairment, or fainting, their symptoms can be mistaken for other conditions.

Hydrate, hydrate, hydrate!

It is amazing how essential water is to all body processes, including temperature regulation. Just one cup of water an hour can help prevent dehydration, heat exhaustion, and potentially deadly heat stroke.

Overheated? Here's what to do.

If you suspect someone is starting to get overheated, take immediate steps to avoid or treat possible heat exhaustion. Move them to a cool environment, give them water to drink, and have them take a cool shower or sponge bath, loosen clothing, lay down, and slightly elevate the legs.

However, if the person is showing serious symptoms such as rapid and shallow breathing, confusion, fast pulse, or is unresponsive, they could have heat stroke, which is an emergency. Call 911 for immediate help and, if possible, move them into a cool area and cool the skin with water, damp sheets, or a fan.

With some extra care and precaution—and a cup of water an hour—you can help seniors stay safe in hot weather.



DRINK MORE WATER

Keeping You Safe During COVID-19

At BAYADA, our mission is to help people have a safe home life with comfort, independence, and dignity.

Below is helpful information about the coronavirus (COVID-19) and what BAYADA is doing to keep you safe:

- Wash your hands often with soap and water for at least 20 seconds.
- Cover your cough or sneeze with a tissue.
- Don't touch your eyes, nose, or mouth, especially with unwashed hands.
- Avoid close contact with individuals who are showing symptoms of illness.
- Clean and disinfect high-touch surfaces often.
- Stay home if you are sick.

Symptoms of COVID-19

There is a wide range of symptoms of COVID-19 reported, ranging from mild to severe:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea



Steps BAYADA is taking to keep you safe:

- BAYADA's Infection Prevention Program provides the highest standards of infection prevention practices as recommended by the Centers for Disease Control and Prevention (CDC).
- Our employees are provided with personal protective equipment (PPE), such as surgical masks, when caring for any client, and additional PPE as appropriate.
- BAYADA employees are trained to recognize signs and symptoms of COVID-19, persons at risk, and measures to take when caring for clients with or exposed to COVID-19.
- Employees are self-screening for symptoms prior to the start of every client visit or shift.
- We encourage clients to notify their BAYADA office if they were exposed to someone with COVID-19.

If you have any additional questions, please contact your clinical manager.

BAYADA Nurse **Hope Cochran, RN**, from the Wilmington, DE office, wearing personal protective equipment to keep her clients safe.





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Content in this newsletter is provided as general summary information for our clients and is not intended to take the place of personalized medical guidance. We encourage you to seek the advice of your physician or other qualified health care professional if you have specific questions about your care.

BAYADA specialty practices include Home Health Care, Pediatrics, Hospice, Behavioral Health, and Habilitation. Services may vary by location.
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Champions Among Us | Legislators are People, too! Don't be Afraid to Ask for Help

When **Jennifer Fritz** received an invitation from BAYADA Director **Candice Proctor** to attend a legislative day last year in Harrisburg, PA, she admits she was a bit nervous at first.

The event brought together advocates from across Pennsylvania to educate legislators about home health care. Jennifer joined BAYADA employees and other clients in a meeting with Representative Barbara Gleim, who was willing to listen, and, even more importantly, to make time to help.

Jennifer, a BAYADA client who lives with paralysis due to an accident, spoke to Representative Gleim about the struggles she had obtaining medical supplies for her care and getting a contractor to make her shower more accessible. Since their meeting in Harrisburg last year, Representative Gleim has helped expedite access to supplies and home modifications. She even contacted Jennifer's insurance company to help her get the nursing care she needs.

"I was a little nervous to speak with Representative Gleim but she was really great, she really came through for me," Jennifer said. *"If you are nervous about contacting your legislators, I say just do it because they are good people and they are there to help."*

Judy Banks, the daughter of a BAYADA client who also attended the legislative day, couldn't agree more. *"Legislators are there to represent our interests. While you may think they are scary, they are people just like you who may be experiencing similar problems with caring for an elderly or disabled family member,"* she said.

During the event, Judy expressed gratitude for the invaluable help she receives from the home health aides who care for her mother, who has Alzheimer's disease.

"I spoke to the legislators about getting better wages for home care workers, because it's a difficult job and an important job," said Judy, who also shared her frustration with completing the application for medical assistance. *"There is so much paperwork required, and it may be difficult for some people to complete, which could deter them from applying. They need to streamline the process and make it easier."*



BAYADA client **Jennifer Fritz** (seated) is surrounded by BAYADA employees during her visit to the PA State Capitol building in Harrisburg for a legislative day. (Photo taken Spring, 2019)

From welcoming a legislator into your home, to sending an email, to attending events, there are many ways to get involved in home care advocacy. To learn more, contact advocacy@bayada.com.