



CARE Connection

A publication for clients of BAYADA Home Health Care | Celebrating 39 years of compassion, excellence, and reliability

Volume 3, Number 4 • Winter

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A Message from Mark Baiada

founder and president, BAYADA Home Health Care



January 17, 2015 marks a tremendous milestone for BAYADA Home Health Care – 40 years of providing home health care services with compassion, excellence, and reliability.

I am astounded and proud of how we've grown, from just one office on Broad and Walnut streets in the heart of Philadelphia, to more than 280 offices in 22 states, with more than 20,000 professional caregivers serving 25,000 clients a week.

Much has changed in the four decades since we first opened our doors, but one thing that hasn't is our unwavering commitment to our mission: to help people have a safe home life with comfort, independence, and dignity. As it was in 1975, we remain dedicated to the clients and families we serve, working hard every day to provide the highest quality home health care services available.

As we celebrate and reflect on this milestone, I am incredibly thankful for our dedicated and talented employees who are at the heart of home health care, and immensely appreciative of the clients we serve. I am continually humbled by the trust you place in us every time you welcome your BAYADA caregiver into your home.

As we move ahead, we will continue to be guided by the core values of our company philosophy, *The BAYADA Way*— to deliver home health care with compassion, excellence, and reliability.

You have my gratitude and promise that we will do whatever it takes to continue to earn your trust for the next 40 years and beyond.

Best regards,

J. Mark Baiada

Home for the Holidays

Pediatric Cherry Hill, NJ client **Christian Bond** was born on October 5, 2010 at a mere 26 weeks. Doctors did not expect him to survive. As months went by, Christian grew stronger and was eventually discharged to the delight of his parents, Chris and Amber (Amber is also a BAYADA LPN for the Washington Township, NJ Pediatrics office). Though he lives with chronic respiratory syndrome, Christian has been successfully decanulated and is a happy, growing boy.



We recently chatted with Amber about what it's like to be the mother of a BAYADA client and a BAYADA Nurse, and what her family is most looking forward to this holiday season. Despite their busy schedule, the Bond family is ready to spend another holiday season at home and is grateful to have their extended BAYADA family by their side.

Q. What is it like for you to be a BAYADA Nurse and the mother of a BAYADA client?

A. *Being a BAYADA Nurse as well as the mother of a BAYADA client allows me to play a vital role in the lives of our clients by providing them with compassionate care. I have the honor of making a difference in their lives by keeping them home with their families and out of the hospital. As the mother of a BAYADA client, I know how important these factors are in the lives of our children and their families. Being able to provide this to others has enabled me to "pay it forward" as a result of the excellent care our son has received.*

capable of, and for helping me learn and grow, for the never-ending love and compassion you express, and for the major role you continue to play in my life. I am grateful!"

Q. Does your family have any holiday traditions?

A. *We love watching the Macy's holiday parade while cooking traditional holiday foods, spending time with loved ones while sharing memories and laughs, and sharing what it is that we are most thankful for during our dinner meal.*

Q. What is your family grateful for this holiday season?

A. *We are grateful to be in good health and have our son Christian at home with us. We were unable to celebrate many of his first holidays because of his need to stay in the Neonatal Intensive Care Unit (NICU) during the first six months of his life.*

Q. If Christian could send a message to his BAYADA Nurses, what would it be?

A. *Christian would say, "Thank you for the amazing care you continue to provide, for believing in all I am*

Family Training Available in BAYADA Simulation Labs

Families bringing their loved ones home to receive nursing services are understandably nervous. That's one of the reasons why BAYADA has created regional simulation (SIM) labs, including our Adult Simulation Lab in Charlotte, NC.

BAYADA can help ease family members' fears by providing them with intensive training using high-fidelity, realistic adult and pediatric mannequins to train nurses—and family caregivers—to care for those with complex medical needs at home. Family caregivers can practice skills such as performing tracheostomy or indwelling catheter changes, suctioning, assessing vital signs, or using the Cough-Assist or a lift. They can also learn about chest

physiotherapy, IV care and management, wound care, and many other life-saving modalities.

The BAYADA state-of-the-art SIM lab allows for tactile learning through the most advanced training available for home health care nurses, while providing a safe environment for BAYADA and family caregivers to sharpen critical thinking and to learn from mistakes. Families are exposed to the theories behind many of the skills they rehearse, which can strip away the fear and gives them hope that they can successfully care for their loved one.

John Morris, RN, a clinical educator in BAYADA's Adult Simulation Lab in

Charlotte, NC says it's been his "privilege to watch many family members move from apprehension to confidence after a few hours spent mastering their skills on the lab's high-fidelity mannequin. One of BAYADA's premier charms is the focus on training and excellence and we, and our clients, are fortunate to be provided a fantastic place to learn."

To learn more about the BAYADA SIM labs, please call:

North Carolina – Adults
704-295-1200

Pediatrics (PA, NJ, NC, GA, MA)
856-380-1866 ■

Creative Talent Abounds

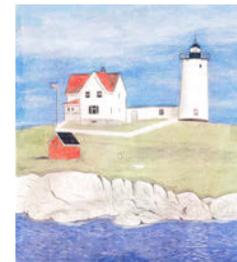
In our previous newsletter, we invited clients to showcase their original artwork or photographs. Thank you to everyone who shared their artistic talent! We are pleased to showcase some of the fantastic submissions we received.

Long-time artist and photographer **Debbie S.** (55), client from the Lehigh Valley, PA assistive care office, took this photo of her service dog Bumper and rescued puppy Zowie (with Boyd® Bear).



BAYADA client **Jacob S.** (16) from the Sellersville, PA pediatrics office

Former BAYADA client **Donna W.** (49) from the Forsyth County, NC home health office



BAYADA client **Daniel S.** (51) from the Quincy, MA assistive care office

CORNER

CLIENT

BAYADA Client Proves It's Never Too Late to Go Back to School

BAYADA client, **Peter D.** from the Millville, NJ assistive care state programs office, has a reason to smile. At the age of 53, Peter recently received his associate's degree in counseling from Cumberland County College.

Peter was diagnosed with semi-paraplegia after a traumatic brain injury in 2006. He decided to get his degree because he wanted to help others. Peter struggled daily with physical limitations and the challenges of being a student. Yet, he was determined to accomplish his goal. Peter plans to pursue a bachelor's degree and work as a child advocate.

His BAYADA Home Health Aide of seven years, **April Hamilton**, is happy to be part of his well-deserved accomplishment. She shares, "Peter has worked very hard at completing this goal and I am very proud of him."

Congratulations, Peter! ■



Peter and his BAYADA Home Health Aide April Hamilton

Vermont Hospice Fulfills World War II Veteran's Ultimate Wish

"Christmas came early for me this year," said **John C.**, an 87-year-old former client from the BAYADA Vermont Hospice office. John was a World War II veteran and former private pilot. On Saturday, September 27, he was able to take a final 20-minute flight thanks to his BAYADA team.

John had always been obsessed with flying. Just two weeks before his flight, when speaking to his hospice caregivers, John mentioned his desire to go up in a plane one last time – but he didn't think it would be possible. Wanting to make one of his last wishes a reality, BAYADA Volunteer Coordinator **Christiane Dionne** jumped into action.

Christiane contacted the Lebanon Municipal Airport, which had already scheduled a community event to provide plane rides to local residents. Although all of the flights had already been filled, airport manager Rick Dymont offered to arrange for John and BAYADA Clinical Manager **Jeanette Leavitt** to take a flight free of charge.

Jeanette thoroughly evaluated John's condition and medically cleared him to fly. Many BAYADA employees and volunteers attended, including Medical Director

John Saroyan, MD, to cheer on the US Navy veteran as he soared through the sky one last time and checked a very important item off his bucket list. "It was an amazing day," said Dr. Saroyan. "When he arrived, we were all grinning from ear to ear. I was really moved."



BAYADA Hospice client John C. preparing for take-off, surrounded by BAYADA employees and volunteers

Although coping with dementia and forgetting many details of his past, John clearly remembered the feel and thrill of flying. After landing, John told a reporter from the **Valley News** about how he wished he could have been the one at the controls. "I'd give them a show," he joked. ■

In the days following his final flight, John was surrounded by his loving family, who remained by his side through the time of his passing on October 17, 2014.

BAYADA Client Publishes Children's Book

The Plant City, FL assistive care office is proud to share the written work and accomplishment of our client **Paige S.**, who is also the daughter of BAYADA LPN **Julie Snedeker**.

As a toddler, Paige was diagnosed with myoneural disorder, which causes skeletal muscle weakness and affects her ability to breathe on her own. She currently uses a tracheostomy tube and ventilator and relies on the support of her BAYADA caregivers, family, friends, and other professionals. However, she has never allowed her disorder to slow her down.

At 21 years old, Paige wrote, illustrated, and published her first book: *Sofia and her Morningstar*. This children's book is about a flower who wants to be free to see the world but is unable to do so herself. Her prayers are answered when she meets a beautiful butterfly who comes to her rescue.

Paige started writing *Sofia and her Morningstar* as a freshman in high school. It is her life experiences that inspired her to write the book. With her quadriplegia, Paige created the

illustrations by holding the paint brush in her mouth. BAYADA Nurse **Kimberley Smith**, who cares for and has witnessed Paige's journey shares, "Paige wrote this book with the hope of encouraging others with difficulties. She wanted to let them know that no matter what challenges they are facing, dreams are still possible. The character of Sophia reflects Paige's physical limitations, her desire to see the world, and acceptance of her path in life."



BAYADA client Paige S., author of *Sofia and her Morningstar*

Paige is in the process of writing her second book, which is currently untitled. If you would like to purchase *Sofia and her Morningstar* and learn more about Paige's journey, go to her website, www.paigesforgodsglory.org. All proceeds from the sale of the book will go to a charity of Paige's choice. ■

Would you like to share your story or ideas for this publication? Please call the Communications office at 856-273-4600 or email CAREconnection@bayada.com.



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

Putting Your Comments Into Action

At BAYADA, we value each and every client satisfaction survey we receive back from you, our clients. Ratings and comments are reported to office staff on a regular basis. In fact, our monthly client comment reports are amongst the most viewed internal reports at BAYADA, which means that your service providers are reading your comments.

Comments can be as valuable, and at times more valuable, than numerical ratings. Comments provide insight into your expectations and detail as to how we can meet or exceed those expectations. As a part of your survey response, we ask you to please provide comments telling us why you gave the ratings you did.

Each BAYADA Specialty Practice (Adult Nursing, Assistive Care, Habilitation, Home Health, Hospice, Pediatrics, and Staffing) that specializes in the type of care you or your loved one receive is working to maintain best practices and improve where necessary based on your feedback.

BAYADA acknowledges and appreciates the trust that you have placed in us and strives to always provide the highest quality home health care possible.

For questions about your service or a particular policy, practice, or procedure, we encourage you to contact your local service office. ■

————— BAYADA SPECIALTY PRACTICES —————

Home Health Care • Pediatrics • Hospice • Habilitation

————— Services may vary by location —————

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