

CARE CONNECTION

A PUBLICATION FOR CLIENTS OF BAYADA HOME HEALTH CARE

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Pam Compagnola, RN
BAYADA Clinical Manager,
Adult Assistive Care



WE LOVE WHAT WE DO

HELP BAYADA PUT PEOPLE FIRST

Show love to your BAYADA caregiver through the Hero Program

BAYADA goes to great lengths to show our employees they are our most valuable resource because they are the heart of home care. And the Hero Program is at the heart of our recognition initiatives. It is one of many ways we recognize and reward our BAYADA caregivers for setting and maintaining the highest standards of safety and care. Heroes are recognized at the office, division, and national levels. If you'd like to express gratitude to a BAYADA caregiver who provides care with the company's core values of *compassion, excellence, and reliability*, we'd love to hear from you.

Through stories shared by both clients and office personnel, we learn about the ways that many of our clinicians are improving the lives of our clients and their families. You can read and watch their stories on our website at <https://jobs.bayada.com/hero-program>.

To nominate a Hero who regularly puts you first, you may:

- Call your local office
- Write a letter and send it to your office
- Email the name of your Hero, office location, and supporting comments to HeroProgram@bayada.com
- Download and print our Hero nomination flyer to fill out and mail to your office

Thank you for helping us recognize your BAYADA caregivers! ■

Special thanks to Tom Slick, disc jockey (DJ), blogger, YouTube personality, and BAYADA client for more than 20 years, for introducing CEO David Baiada at this year's Awards Weekend in Charlotte, NC, where we honored our four National Heroes of the Year.

Accompanied by his service dog, Bear, DJ Tom expressed his gratitude for his BAYADA caregivers and our commitment to providing exceptional services. Learn more about DJ Tom Slick and subscribe to his YouTube channel: <https://www.youtube.com/user/TomSlick140>.



BAYADA client Tom Slick and CEO David Baiada share their interview video during our annual awards ceremony.

Watch the heartwarming stories of our 2018 National Heroes at <https://bhhc.co/2018heroes> and read the stories below of our Heroes who provide care to our adult clients.



CERTIFIED HOME HEALTH AIDE NAMED NATIONAL HERO OF THE YEAR BY BAYADA HOME HEALTH CARE

Bright and early every morning, BAYADA Certified Home Health Aide Cruz Sandoval arrives at the home of Dunellen, NJ resident Bill Anderson, 89, where she cares for both him and his son, Billy Anderson, 65. Cruz takes the elder Anderson shopping or to the park to make sure he gets out of the house. For his son who was born with cerebral palsy, she helps transfer him in and out of his wheelchair and gets him ready to attend his day program. In addition, both father and son are ensured a good meal, thanks to Cruz's loving care. "She has never let me down in nine years," said the elder Anderson. "No one compares to her."

Cruz is not only loved by her clients, she is also revered by her colleagues. "To extend someone's life, to make their quality of life better, is not just a job. It's a calling and a true strength," said Rebecca Michaele, director of BAYADA's Assistive Care office in Middlesex, NJ. "She takes care of the Andersons as if they were her own family. She is the true embodiment of *The BAYADA Way*" — our company's philosophy. BAYADA Clinical Manager Merari Singh agrees, "Cruz is just one of those people who puts everyone before herself." Her other colleagues describe her as someone who pushes them to do better, just by being around her.

On May 19, 2018, Cruz was recognized as BAYADA's 2018 Certified Home Health Aide Hero of the Year. Chosen among hundreds of BAYADA's aides, BAYADA CEO David Baiada presented Cruz with the award at our company's annual awards ceremony in front of more than 2,500 employees. Cruz was overwhelmed with emotion when she accepted her Hero of the Year award. "Being able to make people's lives a little easier means a lot to me," she said. "I am so grateful." The people who benefit most from Cruz's exceptional care are her clients, and she hopes to continue drawing strength from helping others like the Andersons. "You are not alone," she told the junior Anderson. "While I am alive, I'll be here with you. I am your legs." Watch what makes Cruz Sandoval a Hero: <https://bhhc.co/herocruz> ■



Cruz Sandoval pictured (right) with Bill Anderson (left) and his son, Billy Anderson (center) at BAYADA's awards ceremony.



BAYADA LPN LIZ GOULDEY CHOSEN AMONG HUNDREDS OF NOMINEES FOR NATIONAL RECOGNITION

“Being an LPN is my niche,” said Elizabeth (Liz) Gouldey. “At BAYADA, LPNs like myself are able to use our clinical skills to serve medically complex clients with a higher level of responsibility and autonomy than in other health care environments. It’s so rewarding.”

Liz, who was recently recognized as BAYADA’s 2018 Licensed Practical Nurse (LPN) of the Year, spends part of her week caring for BAYADA client Jim Cassidy, 53, who has ALS and quadriplegia. Liz is skilled in managing his complex medical needs, which include a ventilator and tracheostomy that help him to breathe, feeding tubes, a Hoyer lift to help transfer him around the house, and more.

However, Liz offers Jim and his family much more than just her clinical skills. Using a speech synthesizer and eye gaze computer, Jim summed up his feelings for the nurse who has given him such great care: “As soon as she appears, it’s a good day.” His wife, Lisa, is equally impressed with Liz. Though she works in health care as a physical therapist, Lisa said her husband’s diagnosis was the one thing she couldn’t fix herself.

“To find someone who can keep our family laughing in the midst of this horrible disease is priceless,” she said. “You bring happiness and joy into our home. You keep adding to Jim’s life.” Lisa describes Liz as a best friend to her husband and a wonderful support system for their family. Liz even works overnight when Lisa can’t be there. Moreover, Jim and his family aren’t the only people she touches. Her colleagues attest that Liz leaves her mark on every client she meets.

“She treats them like they aren’t sick or have a disability. She treats them with dignity,” said BAYADA Clinical Manager Tracey Tillger from our Adult Nursing office in Jamison, PA. BAYADA Director Jennifer Osmanaj agrees. “She brings life to her clients. It’s a true gift to do that.”

Watch what makes Liz Gouldey a Hero: <https://bhhc.co/heroliz> ■



BAYADA Client Jim Cassidy (center) and his family.



BAYADA RECOGNIZES KERRI TUTTLE AS PHYSICAL THERAPIST HERO OF THE YEAR

BAYADA recognized Kerri Tuttle, PT, as our National Physical Therapist Hero of the Year for exemplifying the highest standards of care and demonstrating our company’s core values of *compassion, excellence, and reliability*. She received this prestigious honor in front of thousands of attendees during the company’s annual awards ceremony.

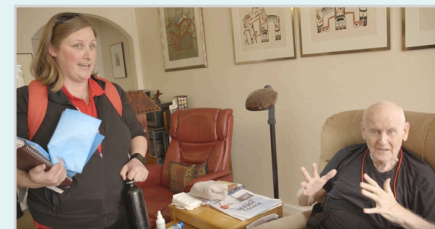
“Kerri has always been a guardian of *The BAYADA Way*—our company’s philosophy—which is expressed through her calm nature and helpful attitude,” said Brandy Owen, director of the BAYADA office in Sierra Vista, AZ who pointed out that in addition to her role as physical therapist, Kerri took on the responsibility of training new employees as a preceptor. “She has been a fantastic resource and goes out of her way to learn the most current issues and treatments. She also helps to promote innovation and new practices in the home health setting.”

Stephanie Tyson, BAYADA Social Worker, reflected on her experience with Kerri as her preceptor. “Kerri helped to bridge the gap between what our clinicians needed from me and the patient’s needs,” said Tyson. “Her communication helped me feel comfortable early on in my role and helped me integrate easily into the interdisciplinary team.”

It’s all part of the job according to Kerri. “You have to do what makes you happy,” said Kerri, who has worked as a BAYADA Physical Therapist for three years. “I came to BAYADA, so I could help people the way I want to, provide personal attention, and help support my colleagues in becoming better clinicians.”

“We are so proud of Kerri for receiving this well-deserved recognition,” said BAYADA Director Brandy Owen. “Kerri makes sure that her team feels included, that they’re on the same page, and fosters a feeling of camaraderie so the team knows they are first and foremost. Kerri does those things because she’s a natural at it. That’s a true testament to Kerri’s personality and how she just draws people to her.”

Watch what makes Kerri Tuttle a Hero: <https://bhhc.co/herokerri> ■



Kerri Tuttle with BAYADA client William Lehman.

TEAM BAYADA GOES PURPLE TO SUPPORT ALZHEIMER'S

Fighting Alzheimer's is a cause that is deeply important to BAYADA employees—both personally and professionally. This became clear last year when Team BAYADA attended 35 Walk to End Alzheimer's events across 16 states and raised \$32,000 for this important cause. That's why this year BAYADA is proud to announce that we will have a national walk team. Our national team goal is \$50,000 and we will work hard to achieve this goal because we support The Alzheimer's Association's mission to end this terrible disease and other dementias.

One of BAYADA's most prominent advocates for Alzheimer's is Division Director Kristin Kingery, who will serve as Team BAYADA's National Champion. Kristin has been volunteering for the Alzheimer's Association Greater Delaware Valley Chapter for nearly 30 years and served as the 2017 Walk Chair for the Philadelphia Walk to End Alzheimer's. Under Kristin's outstanding leadership, the Philadelphia Walk was the number one walk in the country, raising more than \$1.4 million. Kristin has also been instrumental in the development and implementation of BAYADA's dementia training. She is a true champion for the cause.

"I am thrilled that BAYADA has agreed to become a National Team for the Walk to End Alzheimer's. As the National Team Champion, I am looking forward to engaging BAYADA employees who have a passion to help end Alzheimer's. BAYADA has a great opportunity to help increase awareness, raise funds for research and programs, and to work as a team to support our local chapters of The Alzheimer's Association."

In addition, BAYADA joined the Alzheimer's Association to *Go Purple* this June during Brain and Alzheimer's Awareness Month. BAYADA offices will take part in weekly challenges throughout the month to show our team spirit and inspire others to join us in this movement. For us, this is what it means to be a BAYADA employee. Each day, *The BAYADA Way*—our company's philosophy—reminds us to be the best we can be and challenges us to provide *community service where we live and work*.

"We believe in providing community service where we live and work."

~The BAYADA Way

For those of us who are passionate about ending Alzheimer's, we are proud to take part in Team BAYADA to stand united with each other, our clients, friends, and family to make a difference in the lives of the 47 million people worldwide living with Alzheimer's and other dementias.

We welcome you to join Team BAYADA at your local walk. Please contact BAYADA's national team captain, Tracy Sideris, at tsideris@bayada.com if you're interested in joining us or want more information. ■



BAYADA 2017 Upper Valley, VT Team



AN ADVOCACY GOAL OF 20% BY 2020 | CHAMPIONS AMONG US

Last summer, as the US Senate considered a repeal of the Affordable Care Act (ACA), there was the real possibility of extensive cuts to Medicaid funding. This had the potential to impact access to home health care for thousands of people. BAYADA could not let that happen. Through the combined efforts of clients and employees, thousands of emails were sent to our elected officials, asking them to protect Medicaid. Our voices, united with many others, resulted in success. The ACA remained intact, along with funding for Medicaid.

This is an example of advocacy. It's about people coming together with a common

belief to fight for change. And in the home health care industry, change is so desperately needed. Over the next 10 to 15 years, studies project an increase in the number of people who will need home health care services. In addition, hospitals are reimbursed at a higher rate than home health care agencies, making it difficult to recruit and retain nurses. We must come together now to confront this alarming trend by fighting for higher reimbursement rates. Being able to offer more competitive wages will allow us to recruit more qualified nurses and aides to care for our clients.



BAYADA client Mark attended PA Advocacy Day to express to legislators what home health care means to him, and to meet CEO David Baiada. He is pictured with BAYADA Associate Kimberly Gardner from the Habilitation Pittsburgh, PA office and David Baiada.

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WE LOVE WHAT WE DO

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BAYADA client Alexa and her mother Amy (right) attended PA Advocacy Day to educate legislators about the importance of home health care. They are pictured with Representative Mike Carroll and BAYADA Clinical Educator Marge Floryshak.

We need your help to make this happen

When our clients and families join with our nurses and aides to educate legislators about the value of home care, positive change is often not far behind. Our goal

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by the end of 2020 is to have 20% of all BAYADA employees and clients registered in BAYADA's advocacy program, *Hearts for Home Care*. This effort will give BAYADA a unified and powerful voice to stand up for the home care industry.

So what does 20% look like? The combined strength of 20% of all BAYADA clients and employees is more than 15,000 people. Currently, 2,000 people are a part of the *Hearts for Home Care* program, which leaves us with an ambitious goal to encourage 13,000 clients and employees to join. Imagine the impact of 15,000 voices who can reach out to their elected officials with a moment's notice. This groundswell of support from concerned citizens will hopefully cause legislators to take notice and act on behalf of those who depend on the home health care industry.

Register for *Hearts for Home Care* today

As the African proverb says, "It takes a village!" So, please stand with your friends, neighbors, and relatives to help the medically fragile in your communities. Register by visiting heartsforhomecare.com. You'll receive email updates about relevant issues and opportunities to learn about the many ways you can become involved in advocacy.

For more information about *Hearts for Home Care* and how you can get involved, please contact BAYADA Director of Grassroots Advocacy Rick Hynick at rhynick@bayada.com. ■

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

Home Health Care | Pediatrics | Hospice | Habilitation

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