



WE LOVE WHAT WE DO

# CARE CONNECTION

A PUBLICATION FOR CLIENTS OF BAYADA AND FAMILY MEMBERS

BAYADA Clinical Manager Pam Compagnola, RN

[Haga clic aquí para leer en español →](#)

## BAYADA Clinicians Honored as National Heroes of the Year

On Saturday, May 21, BAYADA's four National Heroes of the Year took the stage in front of thousands of attendees at our annual Awards Weekend in Washington, DC, **where they accepted their well-deserved recognition from CEO David Baiada.**

Established in 1999, the Hero Program recognizes care professionals who consistently demonstrate the BAYADA core values of *compassion, excellence, and reliability*. Each quarter, clients and peers nominate their local Heroes. From the local Heroes, divisional Heroes are selected, and ultimately, four National Heroes are chosen.

Two of the four National Heroes this year are clinicians who share their compassion and expertise with our adult clients.

### Registered Nurse (RN) Hero of the Year Mary Jane Williams

CEO David Baiada presents the RN Hero of the Year Award to Mary Jane Williams.



To her clients, RN Hero of the Year **Mary Jane Williams** is much more than a skilled, patient night nurse. She is a fierce advocate for every client, learning their interests, becoming their friend and confidante, understanding their dreams, and bringing a sense of normalcy and joy any way she can.

Over the last 12 years, Mary Jane has touched the lives of numerous clients, including **Dimpal P.**, who has muscular dystrophy. Diagnosed at age five, Dimpal now requires more help in her daily life. Acting as a caregiver and mother figure, Mary Jane not only provides medical care, but helps Dimpal nurture her scrapbooking hobby as well. Helping Dimpal transition to a hospital bed, Mary Jane has played a critical role in her at-home journey.

"Mary Jane is always encouraging me to do the best I can," said Dimpal. "When Mary Jane comes for our visits, it doesn't feel like it is a nurse visiting. It is like part of the family is coming to work with me."

Mary Jane spoke about her career working in many different roles in a nursing home, hospital, and a hospice agency, but receiving the Hero of the Year Award reaffirmed she made the right choice to join BAYADA. "My mama was a nurse, and that's why I always felt like nursing was what I needed to do. She would be proud of me today," said Mary Jane, holding back tears. "I love BAYADA, and I love all of my clients. They deserve the best care they can get."

Watch what makes Mary Jane a Hero at [bit.ly/RNHero\\_2022](https://bit.ly/RNHero_2022).

### Certified Nursing Assistant (CNA) Hero of the Year Paula Candler

CEO David Baiada Presents the CNA Hero of the Year Award to Paula Candler.



After caring for many friends and relatives, **Paula Candler** began her career as a CNA at the age of 56, working to help local adults and seniors in need of companionship, assistance, and supervision. Known for her unparalleled dedication, Paula has never turned away a client in need and has consistently scored 10 out of 10 on client satisfaction surveys. She exemplifies *The BAYADA Way*, the company's philosophy for providing quality care with *compassion, excellence, and reliability*.

*Continued on page 2*

Continued from page 1

One example is client **Jack S., Jr.**, who started home care services with Paula after being paralyzed in a construction accident. Paula provided incredible care to Jack, treating him not as a person in need but just as a person. She became one of the most important people in his life and a rock for his family until he passed away.

“She gave him back some of his independence by being his hands and feet,” explained Jack’s sister, **Laurie H.** “There was this precious balance. Paula instinctively knew what Jack needed while still giving us the private time to be a family.”

Paula expressed her heartfelt appreciation for the recognition. “I’m just so honored and grateful,” she said. “I want to thank all of my clients, especially Jack and his entire family for making me feel like one of theirs. Being able to help my clients and their families has been one of the most rewarding things I’ve ever experienced, and I hope to keep doing it for as long as I can.”

Watch what makes Paula a Hero at [bit.ly/CNA-Hero-22](https://bit.ly/CNA-Hero-22).

## Champions Among Us: “Our Home Health Aides Deserve Better”



In April, nearly 100 BAYADA staff, clients, and family members came together with over 100 other industry colleagues to advocate at the Pennsylvania Homecare Association Legislative Day in Harrisburg, PA, the state capital. During the event, teams met with over 150 legislators to talk about the importance of home care, including the need to increase the personal assistance services (PAS) rate by \$1.50 per hour. One of those team members was BAYADA client **Shelly B.**, who stood on the steps of the capital building to share her personal story.

“My husband and I decided to participate in the PA Legislative Day because we know firsthand how difficult it is to retain caregivers who can make better wages elsewhere,” said Shelly, a mother of five who was diagnosed with multiple sclerosis (MS) and a blood clotting disorder in 2019. “We depend on our caregivers to live safe, healthy, and happier lives. Our home health aides (HHAs) deserve better.”

cannot be here themselves, and that is solely because of the support from my home health aides.”

Shelly is approved for 96 hours of home care services per week, of which only 40 are being covered due to a lack of caregivers. “My aides provide essential support for my husband, and they give me the support, strength, and ability to be an advocate, and—first and foremost—a wife and mother,” she said. “It takes a special kind of person to do all that, let alone do it for such low wages.”

During her presentation, Shelly felt a sense of peace that it was what she was supposed to be doing. “Advocating and using my voice to stand up for important issues is something I can still do, despite my diagnoses,” she said. **“I encourage families who receive home care services to use their experiences for the benefit of others because everyone has a different story to tell and they are all worth being heard. We may never know the impact of the stories we share, but we might never make an impact if we remain silent.”**



In her speech, Shelly explained how her diagnoses turned her family’s life upside down.

Shelly Bird and BAYADA staff during the PA Legislative Day.

“I went from taking care of my children and doing most everything on my own to needing around-the-clock care and assistance to perform the most basic tasks,” she shared. “Yet here I am before you today, advocating for those who



You can get involved in home care advocacy by attending meetings with legislators, sending emails, participating in events, or sharing your story with the media. For more information visit [heartsforhomecare.com](https://heartsforhomecare.com) or scan the QR code.



**Hearts for Home Care**  
A BAYADA Community Supporting Quality Care at Home

# Decorated Army Veteran Celebrates 102nd Birthday with His BAYADA Team



When BAYADA Occupational Therapist **Janelle Scott** learned that her client, **Arthur M.** was about to turn 102, she jumped into action to plan a birthday surprise.



A decorated veteran who served during World War II, Arthur was drafted while in his 20s.

Arthur shares his WWII medals.

“I didn’t enlist,” he said with a laugh. “President Roosevelt invited me.”

Arthur started as a member of the military band playing the trombone but was eventually drafted as a heavy weapons operator where he fought in the Battle of the Bulge. He earned three Purple Hearts, as well as a Silver Star and a Bronze Star for his heroism. Those awards, along with his dog tags and prayer beads, are now displayed in a frame on a table in his living room.

“I used those prayer beads a lot,” said Arthur, who was wounded three times but is proud to have served his country. “I was very fortunate. I feel lucky to be alive.”

Following an honorable discharge, Arthur became a truck driver and also led a 10-member swing band called “The Arthur Medeiros Orchestra.” With his late wife, Irene, he has two daughters, two grandchildren, and a great-grandson. Following a recent hospital stay for cardiac issues, he returned home with the help of Janelle, physical therapist

**Jared Smith**, and registered nurse (RN) **Cassie Rocha**. Today, he continues to live independently in a senior housing community.

“He is a hero,” said Janelle, who cherishes the friendship she built with Arthur during their occupational therapy sessions. “I loved hearing stories about his military service, and my heart just went out to him. He’s such an amazing man.”



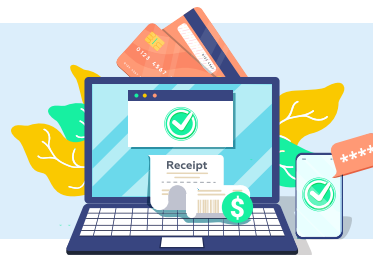
Unfortunately, Arthur’s extended family couldn’t be there for his birthday, so **the BAYADA Home Health office in Providence, RI pulled out all the stops for a party not only attended by his office and clinical care team, but the local news as well!**

“The reporter said that this was the best story they have had in a long time,” said BAYADA Director **Joan Carlone**, who brought him chocolate cake, ice cream, balloons, cards, and a t-shirt that says VINTAGE 1920 LIMITED EDITION. “He’s so active and spry, he looks like he’s in his 70s, not 102!”

Arthur expressed gratitude to his BAYADA team for taking the time to make him feel so special. “Everybody has been so nice,” he said. “I never thought I’d make it to 102. Now I’m looking forward to 103!”

Watch the news coverage of Arthur’s birthday celebration at [bit.ly/102-birthday](https://bit.ly/102-birthday).

## Bill Payments Made Easier



As part of our ongoing efforts to improve your client experience with BAYADA, we are pleased to announce the development of our new online payment platform.

This new platform will allow you to easily and securely pay your BAYADA bill online, including private pay and insurance co-pays.

### No enrollment or registration is required

The user-friendly platform requires just a few clicks, and your payments will be easily processed. In addition, the platform

provides multiple ways for you to pay and communicate with our dedicated financial services staff.

### There are two options for accessing the online payment platform:

- Visit [bayada.com/paymybill](https://bayada.com/paymybill)
- Visit [bayada.com](https://bayada.com) and click on “Pay my bill”

*Continued on page 4*



WE LOVE WHAT WE DO

BAYADA Home Health Care  
4300 Haddonfield Road  
Pennsauken, NJ 08109-3376

[bayada.com](http://bayada.com)



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 provides skilled nursing, rehabilitative, therapeutic, hospice, habilitation, behavioral health, and assistive care services to people of all ages. Services vary by location.

50194 25885735 REV 6/22. © BAYADA Home Health Care, 2022.

Continued from page 3

The online platform will not show billing details or history yet as this is the first step in our digital online payment journey.



### Autopay provides another option

Autopay is another option available to make paying your bill as easy as possible. Autopay allows you to preset automatic payments using your securely stored payment information on file. Enrollment is fast, convenient, and secure.

Please note that Autopay is not available through the new online payment platform. The only way to initiate or change Autopay is by phone.

If you have any questions about our new payment options or you are interested in enrolling in AutoPay, please call **844-494-1038** between 8:00 am and 5:00 pm ET and a financial services representative will assist you.

### Here's how it works:

- 1 Call **844-494-1038** to speak to a BAYADA financial services representative to complete the Autopay enrollment form.
- 2 Your bank account or credit card information will be saved in a secure payment processor system.
- 3 The securely stored payment data is used to process recurring payments automatically.

