



CARE Connection

A publication for clients of BAYADA Home Health Care | Celebrating 42 years of compassion, excellence, and reliability

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bayada.com

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 greatest asset 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 caregivers for setting and maintaining the highest standards of safety and care. Heroes are recognized at the office, division, and national level. If you'd like to help 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 BAYADA caregivers are improving the lives of our clients and their families. You can [read and watch their stories](#) on our www.bayada.com website.

(Careers > Working Here > Recognition Programs > 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 care professionals! ■

Congratulations to our **2017 Heroes** of the **Year**



PT Sarah Kelly
Denver, CO



**HHA Olivanne
"Anne" Pannone**
Philadelphia, PA



LPN Catherine Medeiros
Rock Hill, SC



RN Rachel Gotshall
Mt. Laurel, NJ

Watch the heartwarming stories of our four 2017 Heroes of the Year: <http://bhhc.co/2s0Y0gu>

Hearts for Home Care | Champions Among Us

*From the basketball court to the state house:
Parents advocate for the special needs community*



High school student **Gabe DaCosta**'s mom watches from the sidelines of the gymnasium during most basketball games as her son slaps hands with each of the starting players. Gabe loves basketball and helps his dad, head coach **Tony DaCosta**, motivate the team by giving them "five" as they head onto the court.

Gabe was diagnosed with cerebral palsy shortly after his birth and was in the hospital until he was five months old. Today he is in 10th grade and is non-ambulatory and non-verbal. However, the use of an iPad has been instrumental in his ability to communicate with his dad, his mom **Savine DaCosta**, and at school. Although Gabe and his family have overcome many challenges, they have a positive outlook. Gabe has an infectious smile and a warm personality that helps to inspire so many others. His parents have raised him to see that his disability is something unique about him and that he has much to share with his classmates and all who are in his presence.

Although Tony and Savine both work outside the home in addition to raising their son, Savine also has volunteered to try to find ways to help other families caring for loved ones with special medical needs. As a home care client of BAYADA, Gabe and his family have attended lobby days in Harrisburg and Savine has been a keynote speaker advocating for legislators to stand up for people with special medical needs. In addition, Savine also advocates for people who are non-verbal and who are unsure what support might be available to them as she works to help these families find technology to assist with

communication. She is also working towards having better disease-related research that would support a strong database and lead toward better patient outcomes.

Savine also works very closely with Children's Hospital of Philadelphia (CHOP) by participating in their support programs; sitting on a parents' panel to provide support to families dealing with a diagnosis of cerebral palsy; and serving on a committee providing feedback to the CHOP administration regarding family experiences and the environment of the hospital, right down to posters on the walls.

Because Tony and Savine not only go above and beyond to provide the best possible care for their son Gabe, they also look to help other families who have loved ones with special medical needs through education and advocacy – they are truly *Champions Among Us*.

Get involved

You, too, can be a Champion for the important people in your life. To learn more about advocacy in home care and how you can be involved, visit our advocacy website at www.heartsforhomecare.com. If there are any regional events related to advocacy in home care that you would like to have highlighted in our publication, please email **Rick Hynick**, director of client and family advocacy, at rhynick@bayada.com.

Learn more

July 26 is the 26th anniversary of the **Americans with Disabilities Act (ADA)**. You can find the history of the ADA, information on each component of the law, and much more at the ADA National Network's website at www.adata.org. For those who really want to get into the details of the ADA, there is even a FREE web class at www.adabasics.org.

August is **Spinal Muscular Atrophy Awareness** month. Through our partnership with CureSMA, we will be sponsoring a number of Walk and Roll teams throughout the summer months. Please contact your local office if you would like to join the fun. For more information on SMA please visit www.CureSMA.org. ■



Hearts for Home Care

A BAYADA program supporting quality home health care.

Helping You Live Your Life to the Fullest: Share Your Story!

At BAYADA, we strive to give seniors back their independence and their dignity. We provide comfort and companionship to those who are alone. We help parents sleep better at night knowing their child is being cared for by their BAYADA Nurse. We make it possible for medically fragile children to go to school and for grandparents to attend their grandchild's recital. We keep families together at home for the holidays and help make it possible for elderly couples to celebrate another anniversary in the comfort of home. Every day, we bring *The BAYADA Way* to life by helping people live their lives to the fullest.

We know that you have many heartwarming stories—past and present



—of help and hope, and we want to share them. We are always looking for your personal stories about your home health care services—from life-changing accomplishments to simple, everyday victories.

Your stories may be used in a variety of internal and external communications, including on our website and social media channels, in newsletters, media outreach, care studies, or as recruiting material testimonials in our BAYADA brochures and advertisements.

Do you have a story about your care and successes that you'd like to share? Please email CAREconnection@bayada.com if you'd like to participate in our storytelling efforts. Thank you in advance for your willingness to share your stories and help other potential clients in the process. ■

I LOVE WHAT I DO

Our employees at BAYADA love what they do—providing high-quality home health care services with *compassion, excellence, and reliability*. Here's what they had to say about caring for our clients like you:

I have been with BAYADA since June 2001 and have cared for many clients and have assisted many families in caring for their loved ones in the comfort of home. The care I provide has given me the satisfaction of knowing that the work I do allows families to stay together. For this reason, I love what I do as a BAYADA Nurse!

– **Mary Alice Odom**, LPN, Lehigh Valley, PA Home Care

I love what I do at BAYADA because I can help alleviate people's fears and concerns about what is going to happen when they come home from the hospital or the skilled nursing facility. I help them understand that we will be there to help them take control of their condition and help them start their

return back to "normal." They are not alone.

– **Julie Mills**, clinical liaison, Baltimore, MD Home Health

I love being a habilitation technician, helping and caring for those who need the care and time that I can give them. BAYADA, thank you for letting me be a part of your team.

– **Donna Voce Young**, habilitation technician, Wilkes Barre, PA

Here are what some of our clients had to say about the care and service they've experienced at BAYADA:

Two of your physical therapists from your BAYADA office in James County, VA recently cared for me following a knee replacement surgery.

Lisa Williams and **Danielle Young** are assets to your organization and represent the best of home health care. Both were professional, knowledgeable, and compassionate during each visit. Their therapy plan got me off to a good start and has helped me exceed all goals in my out-patient therapy.

I am considered the "super star" at my PT facility and will be ready for discharge after only six weeks of therapy. Please extend my sincere appreciation to Lisa and Danielle who worked so diligently to get me moving again.

– **Ann S. Willey**, BAYADA client

*I would like to take this opportunity to give accolades to your clinical managers **Sherry Davidson** and **Sharon Davis**, Client Services Manager **Chaz De Los Santos**, and other management personnel in your Tampa, FL office, who provide service to my husband **Robert Toledo**.*

– **Mary Toledo**, wife of BAYADA client

*BAYADA Home Health Aide **Sogonan Diabagate** from your office in Essex County, NJ, has been an angel in my life. Her kindness, skills, creativity, intelligence, and humor brighten the life of her client—my daughter—and me. I feel truly blessed for her cheerful presence, which enables me to keep life functioning well at home in spite of my daughter's serious medical, developmental, and behavioral challenges.*

– **Cindy Fine**, mother of BAYADA client



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

Feedback Directly Contributes to Our Efforts to Improve Services and Recognize Your Caregivers

Through our Client Experience Survey program and partnership with Home Care Pulse, BAYADA provides you with an opportunity to share your feedback about your experience with our services and the care you receive from us. Your feedback helps us understand whether we are living up to and exceeding your expectations—and the expectations we have set for ourselves as well.

The information you share with us in the phone interviews helps us identify areas in which we need to improve our services. Just as important, it enables us to recognize those employees who are consistently going above and beyond in the services they provide, exemplifying our core values of compassion, excellence, and reliability.

Our team is working on a number of targeted improvement efforts to help us more seamlessly communicate with you and your family members about the care and services you receive. Additionally, we are committed to ensuring we have the highest quality staff available to provide care and services to you and your loved ones. This initiative is a direct result of your valuable thoughts and comments.

We want you to know that your feedback matters and sincerely thank you for helping us fulfill our promise to you. For questions about the Client Experience Survey or if you would like to share feedback with us about how we can improve our services, please call 856-380-0277 or email ebartolucci@bayada.com. ■

BAYADA SPECIALTY PRACTICES

Home Health Care • Pediatrics • Hospice • Habilitation

Services may vary by location
