



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



There is an incredible amount of information and anxiety related to the outbreak and spread of Coronavirus (COVID-19), and I know that many of you are concerned about your personal well-being and that of your BAYADA staff. In addition to communication and support from your local BAYADA team, I wanted to reach out personally to express my deep commitment to rallying this organization around your health and safety at this challenging time, and as always, fulfill our responsibility to help you and your loved ones stay safe in the comfort of home.

Things are moving quickly and changing daily, but as this newsletter goes to print, we are particularly focused on a few critical areas:

- **Personal protective equipment, or PPE** – Our clinicians want to ensure our clients are cared for and safe, and I feel personally responsible for providing everything they need to do their jobs safely. We are facing major shortages of PPE and are working hard to buy products from all over the world, to raise funds for this effort, and always to follow federal health and safety guidelines.
- **Caring for COVID-19 positive clients** – We are building protocols, educating our staff, and partnering with hospitals to ensure that we are ready to care for those infected by Coronavirus.
- **Communication** – As CEO, I'm intensely focused on communicating with our employees, community partners, and clients to share timely updates, promote accurate information, address anxiety, and instill hope.

Your BAYADA care team, including your service office director and clinical manager, are available to share real-time updates and to answer any specific concerns or questions you may have.

I'm proud of our incredible, dedicated team of health care professionals, particularly as we work 24/7 to navigate this crisis. Our mission remains at the forefront of our planning and response efforts—to help you and your loved ones have a safe home life. Thank you for your trust in us.

David Baiada, CEO
BAYADA Home Health Care

BAYADA has developed a website to provide you with up-to-date, detailed information on COVID-19.

Please visit bayada.com/covid19.asp.



Protecting Yourself and Your Loved Ones from Hot Water Burns

Although hot water scald burns can happen to anyone, older adults and people with disabilities are at higher risk of such injuries.

Older adults

Older adults have thinner skin, so hot water causes deeper burns with even brief exposure. In addition, their ability to feel heat may be decreased due to certain medical conditions or medications, so they may not realize water is too hot until injury has occurred.

People with physical or developmental disabilities

Mobility impairments, slow or awkward movements, muscle weakness or fatigue, or slower reflexes increase the risk of spills while moving hot liquids. Burns to the lap are common when a person attempts to carry hot liquids or food while seated in a wheelchair. Moving hot liquids can be difficult for someone who uses a cane or walker. Sensory impairments can result in decreased sensation, especially to the hands and feet, so the person may not realize if something is “too hot.” Changes in one’s intellect, perception, memory, judgment, or awareness may hinder the person’s ability to recognize a dangerous situation (such as a tub filled with scalding water) or respond appropriately to remove themselves from danger.

Scald burn prevention tips

- Provide supervision to anyone who has difficulty removing themselves from hot water on their own, or who may not recognize the danger associated with turning on the hot water.
- Fill a bathtub to a desired level and turn the water off before you or a loved one get in. Run the cold water first, then hot. Turn the hot water off first. Mix the water thoroughly and check the temperature by moving your elbow, wrist, or fingers through the water before you or a loved one get in.
- Do not leave the bathroom unattended while the tub is filling.
- Turn the faucet to the “COLD” position when not in use if the tub has a single faucet handle.
- Clearly mark the “HOT” water positions on faucets.
- Set water heater thermostats to a temperature no higher than 120 degrees F.
- Install grab bars and non-slip flooring or mats in tubs and showers if someone is unsteady or frail.
- Avoid flushing toilets, running water, or using the dishwasher or clothes washer while anyone is showering to avoid sudden fluctuations in water temperature. ■

The following resources to help prevent hot water burns are available on Amazon.com:



DreamSpa temperature-controlled color changing shower head

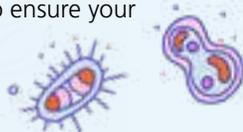


VODRM LED temperature-controlled high-pressure shower head

Help Support BAYADA’s COVID-19 Response

While the world is cautioned to stay home in response to the Coronavirus (COVID-19) pandemic, BAYADA’s nonprofit mission to safely keep people there has never been more important. Without home care, our clients risk infection and hospitalization at hospitals with already-strained resources. With the protection of our clients and caregivers as our highest priority, we have mobilized a swift and comprehensive response so that we can stay on the front lines, giving care—safely.

As a mission-based nonprofit, BAYADA is working diligently to ensure your



caregivers have the tools and resources they need to continue the work that they’ve been called to do, taking care of you in your home, safely. And that’s especially true as we begin to care for more and more people with COVID-19 as they recover at home.

To keep you and your caregivers protected and supported, we’ve mobilized:

1. A centralized warehouse to collect, organize, and quickly disseminate critical equipment and supplies.
2. A multi-channel support program to help our employees with childcare needs and emotional support services

so they have the resources needed to provide your care.

3. Specialized clinical teams to offer extra services in the community – which aren’t reimbursed by insurance – on our own and in partnership with public authorities and other health care institutions. This involves developing new and innovative community health solutions, including telehealth, which is not reimbursed by insurance.
4. A coordinated response team providing our employees with the most current information, CDC guidelines, training, and around-the-clock support.

Continued on page 3

Champions Among Us

Family's Advocacy Plays a Vital Role in South Carolina's Rate Increase

When Melisa and Ryan Larkin invited South Carolina Senator Wes Climer into their home last summer, they had one goal in mind—to advocate for their son, Sean. Born with a rare genetic condition, Sean, 8, has severe developmental delays, quadriplegia, and epilepsy which results in dozens of seizures a day. He also relies on a tracheostomy and ventilator to breathe, and a feeding tube for nutrition.

“Sean is authorized for 91 hours of home nursing care a week, but open shifts are far too common,” said SC Government Affairs Director **Melissa Allman**, who arranged the visit with Senator Climer. “Low state Medicaid reimbursement rates make it difficult to attract and retain skilled nurses, who may opt for the higher hourly wages offered by a hospital or nursing home. As a result, clients like Sean don't get the nursing care they need.”

Indeed, over the past several years, home care offices across SC have struggled to stay sustainable, and many providers have been forced to shut their doors. However, BAYADA continues to fight towards a solution so that SC's most vulnerable children and adults can continue to access the skilled care they need to remain at home.



Pictured (from l to r) during a client home visit are Senator Wes Climer, Ryan Larkin, Karen Baker, RN, Melisa Larkin, and Sean.

During his time at the Larkin's home, Senator Climer witnessed, firsthand, the family's daily struggles, which certainly made an impact. After his visit, he followed up with the SC Health & Human Services director to advocate for a home nursing increase.

Thanks to Senator Climer, along with BAYADA's aggressive advocacy that included legislative home visits and articles profiling affected families in the media, the efforts are beginning to pay off. After more than

a decade with a stagnant reimbursement rate, the state recommended a 15% increase! The SC Department of Health & Human Services issued the initial 5% increase on January 1, 2020 with a commitment to include the remaining 10% increase effective July 1, 2020.

“It's important to engage with legislators because if you don't do anything, nothing is going to change,” says Melisa, who, along with her mother, Vicki Young, also attended BAYADA's Legislative Advocacy Day in the SC state capitol of Columbia in February. “I am my son's voice, and I need to make sure he is getting all of the services he needs.” ■

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.**



Hearts for Home Care

Continued from page 2

You can make a difference

Without extra financial resources, we may be limited in our ability to implement our COVID-19 response to support those who are most vulnerable. Your charitable donation can make a difference in stopping the spread and supporting our nurses, aides, therapists, and social workers who are passionate about helping people remain in the comfort and safety of home. ■

To donate text CARE4COVID to 41444 or visit bit.ly/care4covid

Tips to Protect Your BAYADA Caregivers

Now more than ever, we want to ensure that you, your family, and your caregivers remain safe. Below are some simple things you can do to prevent the spread of infection:

- Ensure family members maintain a social distance of six feet from the caregivers.
- Keep the caregivers' work area neat and clean.
- Avoid letting family members use the caregivers' writing instruments or supplies.
- Keep family members “distanced” if they are experiencing any symptoms of illness.
- Limit outside visitors while the caregivers are in your home.
- Avoid asking the caregivers to take any unnecessary risks, such as outings.

#homecaresafetypledge



WE LOVE WHAT WE DO

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BAYADA specialty practices include Home Health Care, Pediatrics, Hospice, Behavioral Health, and Habilitation. Services may vary by location.
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Contacting 911 Just Got Easier

If you or your loved one are experiencing a medical emergency, trusting the professional opinion of your trained BAYADA Nurse to make the decision to call 911—rather than relying on a feeling or a wait-and-see attitude—can mean the difference between life and death.

Thanks to a new free app called SirenGPS, contacting 911 just got easier. With a touch of a button, the app can connect you to 911. In addition, it lets local first responders know your location, enabling a faster, more efficient emergency response. This can be an added advantage if you are dealing with the emergency and unable to speak, or if you have a hard time explaining your location. ■

For more detailed information, visit sirengps.com.

