



WE LOVE WHAT WE DO

CARE CONNECTION

A PUBLICATION FOR CLIENTS OF BAYADA AND FAMILY MEMBERS

BAYADA Clinical Manager Pam Compagnola, RN

Our Commitment to Your Safety: COVID-19 and Government Vaccination Mandates

At BAYADA, our mission is, and always has been, to *help people have a safe home life with comfort, independence, and dignity*. This mission is the driving force behind BAYADA's Infection Prevention Program, which provides the highest standards of infection prevention practices as recommended by the Centers for Disease Control and Prevention (CDC).

Our comprehensive infection prevention strategies during the COVID-19 pandemic include the following:

COVID-19 Vaccination

Although more and more Americans have access to the vaccine, we are still seeing COVID-19 cases across the country. BAYADA fully supports and promotes the safety and efficacy of the COVID-19 vaccine and prioritizes the health and safety of our employees and clients.

We also recognize and respect our clinicians' personal beliefs and preferences, however we must follow all federal, state, regional, local, and territorial mandates and executive orders regarding the vaccine. As an accredited and a regulated, certified, and licensed home health care provider, BAYADA always complies with government mandates and executive orders.

Proactive Steps to Keep You Safe

We have taken several proactive steps to help ensure you will continue to receive uninterrupted care with the highest professional, ethical, and safety standards, including:

- Informing clinicians of state and area vaccine mandates
- Promoting the safety and efficacy of the COVID-19 vaccine to our clinicians
- Providing ongoing COVID-19 testing for clinicians who are unvaccinated as permitted by the state or area mandate

- Reinforcing our stance on state and area vaccine mandates with candidates to help ensure we are hiring more clinicians to provide uninterrupted client care
- Continuing to advocate on your behalf with the government to identify solutions that will preserve your safety and the continuity of the care you need and deserve
- Contacting you directly should we anticipate any gaps in service coverage resulting from a vaccination mandate and talking through contingency plans

COVID-19 Core Safety Strategies

The vaccine is only one component of our comprehensive safety strategies. Our unvaccinated clinicians who meet state and area requirements for unvaccinated individuals can safely provide client care by following our other safety strategies, just as they have prior to the availability of the COVID-19 vaccine. These include:

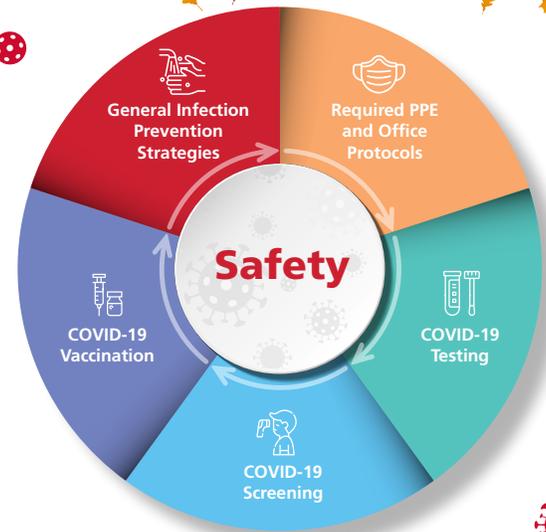
- **Training and Education:** All clinicians receive annual training on our Infection Prevention Program and education on our safety protocols throughout the year to ensure the safety of both our clients and employees.
- **Personal Protective Equipment:** BAYADA implemented personal protective equipment (PPE) standards that exceed standard precautions for the care of all clients, regardless of a client's symptoms or risk factors. All clinicians wear a surgical mask and eye protection at a minimum when entering a client's home.

Continued on page 2

Continued from page 1

- **COVID-19 Testing:** BAYADA adheres to all state regulations related to mandatory COVID-19 testing for clinicians.
- **COVID-19 Screening:** BAYADA requires both client and clinician screening before engaging in client care, and we screen every individual before they may enter a BAYADA office.

To learn more about our efforts to keep you safe, visit bayada.com/covid19 or scan the QR code.



Champions Among Us: Zach's Fight for Home Care and Independence



Born with Duchenne muscular dystrophy, which causes progressive muscle degeneration, BAYADA client **Zach Q.**, 22, is no stranger to sharing his story. As a child, Zach became a goodwill ambassador for his local Muscular Dystrophy Association (MDA), attending events to help raise funds.

More recently, Zach spoke to the Rhode Island House Finance Committee about the importance of home care to help him be as independent as possible. He and his mother, **Lee-Ann**, also welcomed Rhode Island Representative Julie Casimiro into their home so that she could see how Zach's nurses and certified nursing assistants (CNAs) allow him to live, in many ways, like his non-medically complex peers.

Zach, who is a bit on the quiet side, is not shy when it comes to things that matter, such as his home care services.

"I want legislators to understand my challenges," said Zach, who is unable to walk, relies on a tracheostomy and ventilator to breathe, and needs support to get washed and dressed.

"I appreciate the care I receive from my home care nurses and CNAs. They have changed my life."

I belong in my own home

Home care helps keep medically-fragile adults out of more costly settings such as hospitals and long-term care facilities. Unfortunately, low reimbursement rates have led to a shortage of clinicians, as many choose to leave home care for better paying jobs at a hospital or in other industries.

"I have had a revolving door of caregivers, which has led to my parents having to call out of work," said Zach. "The best way to prevent this is to ensure that nurses and CNAs can make a sustainable wage. There are so many people who can live good lives, get jobs, and provide to the economy if good home care coverage is available. I don't belong in a nursing home—I belong in my own home."

You can make a difference

Zach understands that people who are medically fragile and their loved ones may be hesitant to engage in home care advocacy. "It doesn't have to be big," he said. "You can write a letter or send an email. It's a way to fight for things that affect you and to let your voice be heard."

There are many ways to get involved in home care advocacy, from attending meetings with legislators, to sending emails to participating in events. For more information, visit heartsforhomecare.com or scan the QR code.



Zach is pictured with his family, BAYADA staff, and Representative Julie Casimiro during a home visit. Photo taken prior to COVID-19.

Take Care of Those Who Take Care of You by Expressing Appreciation



Recognition is the cornerstone of BAYADA's caring culture, which is why we have many ways to recognize and show appreciation for the clinicians who help you have a safe home life with *compassion, excellence, and reliability*.

2021 Mission Possible Contest for Clinicians

If you have clinicians who you truly value and appreciate for making a positive impact on you and your family, you can submit an entry on their behalf for the 2021 Mission Possible Contest for Clinicians.

The contest gives you the opportunity to express your gratitude, while giving your clinicians the chance to win amazing cash prizes. The contest runs through November 28. You can honor as many clinicians as you'd like as often as you'd like, provided each entry is for a distinct action. Submit an entry by visiting bayada.com/contest or simply calling your office.

The BAYADA Hero Program

The Hero Program is at the heart of our BAYADA recognition initiatives. This program honors field clinicians who exceed the highest standards of quality care and work ethic. BAYADA clients and their families can nominate any heroes on the front lines who provide direct care—from nurses, therapists,

home health aides, habilitation technicians, behavioral health professionals and all those in between. Heroes are celebrated quarterly at the office, division, and national levels. From the quarterly National Heroes, BAYADA chooses four National Heroes of the Year to be recognized in front of nearly 3,000 employees during the company's annual Awards Weekend. To nominate a Hero, visit bit.ly/bayada-hero, or bit.ly/Spanish-Hero.

Honorable Mentions

An Honorable Mention can be given to any BAYADA employee who has gone the extra mile to help, either by providing direct care in the homes of our clients or by providing support in the office. Stories are shared within the organization regularly as a source of recognition and inspiration to all.

To honor your clinicians or a member of your office team visit bit.ly/Honorable-Mention.

In addition to our official recognition programs, a call to your office to express appreciation for your clinicians is always welcome. Thank you for considering a gift of thanks and recognition during this holiday season. Your kind words of gratitude will help those who care for you feel cared for, too!

BAYADA Habilitation Client's Football Dreams Came True!

BAYADA Habilitation client Bill G. (68) is like family to the people who care for him. He has a mild intellectual disability and with no biological family, he lives in a "life share" house with his host family. Three days a week, a BAYADA Habilitation Technician (Hab Tech) from our Lehigh Valley, Pennsylvania office takes Bill into the community to eat out, run errands, and strike up conversations with the people he meets—something he loves to do.

"Bill is very sociable," said his BAYADA Habilitation Manager **Amanda Rider**, "He constantly makes people laugh."

Bill calls the BAYADA office several times a day to talk about current events, and SPORTS—particularly, Red Rovers football at his alma mater, Easton High School.

"Bill is a season ticket holder for Easton football, and every Monday during football season he calls to talk about the game," beamed BAYADA Client Services Manager **Darian McCollian**.

Cemented into local football history

The Red Rovers are building a new facility called Cottingham Stadium, and Bill likes to go there and check out their construction work.

Continued on page 4





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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 specialty practices include Home Health Care, Pediatrics, Hospice, Behavioral Health, and Habilitation. Services may vary by location. S0194 25885735 REV 10/21. © BAYADA Home Health Care, 2021.

Continued from page 3

That sparked an idea for BAYADA Associate Director **Melissa Werner**.

"The Rovers were selling brick pavers as a fundraiser, so we all chipped in to buy him a brick that would become part of the new stadium, engraved with his name and '#1 Fan,'" said Melissa.

The day of the surprise

When BAYADA Hab Tech **Steph Sepulveda** brought Bill to the stadium, he thought they were just checking on the construction.

"Little did he know we were driving separately to present him with a certificate that came with the paver," said Amanda.

Approaching the stadium, Bill became more and more surprised as he recognized each of his BAYADA buddies there to meet him.

"When we gave him his certificate and told him about the brick he was in utter shock. There was not a dry eye on our team," shared Melissa.

But wait, there's more!

Bill's care team knew that he had a dream to one day walk on the 50-yard line at Cottingham Stadium. When asked, their host was extremely kind to allow that. It was an experience Bill never will forget.

The next day, Bill called the office to express his gratitude. "I walked out of the stadium, and it hit me, my name is always going to be there!" he said with emotion.

Why We Love What We Do

Melissa reflected, "Mother Teresa spoke about doing small things with great love. Being at BAYADA has allowed me to live true to this, and Bill's surprise was one of those great things we did as a team!"

"Every time I think about it, I want to cry... how touching Bill's surprise was for him and for us," Amanda added, and Darian agreed, "I absolutely love what I do. The sense of fulfillment I get and the difference we make in the lives of clients like Bill make every single day worth it."