



## Big rolls of quarters and more: A short history of technology at BAYADA

Until the advent of pagers (also called beepers) in the 1980s and cell phones in the late 1990s, virtually all employees carried their hefty rolls of quarters and used pay phones to call into the office or answering service. Reaching employees at home was also challenging, especially in the days before the phone company introduced call-waiting services. If an employee's line was repeatedly busy, employees sometimes resorted to calling the telephone company operator and reporting a medical emergency. That allowed the operator to break into the employee's phone call in progress and put through RN Home Health Care's call. With luck, the employee would be able to cover the open shift.

Dialing those old rotary phones and feeding in the quarters took time. Back at the office, so did sorting out masses of curled pages from the fax machine—and eventually accessing the internet by connecting via a telephone modem that emitted a piercing screech.

Younger employees can be grateful that these antiquities have been replaced by PCs, laptops, smartphones, and tablets. When BAYADA is 100, will today's technologies seem as ancient as typewriters?

- **Beepers and pagers:** "A big technological breakthrough for doing on-call because you got alerted instead of having to periodically call in." —Tom Mylet, Regional Director, Winston-Salem, North Carolina
- **The Qwip® machine:** Made by Exxon, this was a pre-fax/phone line that used a spinning cylinder with thermal paper to transmit documents. The main users were national newspaper reporters, who used Qwip to file stories from afar while on tight deadlines. BAYADA would have been an early corporate user. "We had to buy a Qwip as a condition of a contract. Actually we had to buy two, so the contract holder could have one too." —Tom Mylet

- **Early mobile phones:** "We had probably a 10-pound phone on one side of our head and a five-pound pager on the other side of our body, plus a contraption that you wore on your head that wired you to the phone. Still we thought we had the coolest gear and the best job in the world!" —Debra Magaraci, Director, Voorhees, New Jersey
- **Desktop PCs and email:** Colleen Thomas hired someone in the mid-1980s just because the person had a home computer with email—revolutionary for the time. Email didn't come to BAYADA desktops until the 1990s. There was only one PC per office, so each person would check individual email every day on the main workstation. "Soon directors received a PC, then each office worker did. Today everyone in the company gets a PC, a laptop, or a tablet. And of course personal cell phones are in just about everyone's purse or pocket." — Colleen Thomas, Area Director of Information Services, Langhorne, Pennsylvania

