

“So close to home”

It's never easy to learn that a loved one is dealing with a chronic or catastrophic illness that will require home health care. Throughout BAYADA's history, many of its own employees have felt uniquely comforted to have their family members cared for by fellow employees.

Mark's own mother, Anne, was a BAYADA client for 20 years, and lived with his family the entire time. “My kids and I all experienced home care firsthand,” he says. He adds his mom was picky, but lucky to have some aides who became like family members.

When retiree Bonnie Carr Long's mother became ill in 2011, it presented a logistical problem as her mom lived in Maryland and Bonnie was in Pennsylvania. But employees in some Pennsylvania, Delaware, and Maryland offices “went out of their way” to get an available aide from Pennsylvania certified in Maryland, according to Bonnie, who was then the company's Manager of Special Projects. “They even drove the home health aide to Baltimore to obtain the certification in advance,” Bonnie recalls with gratitude.

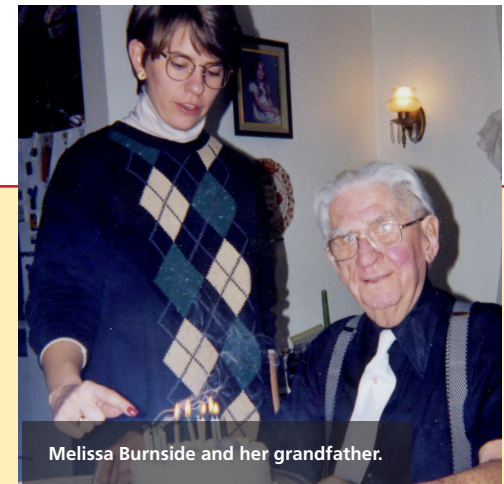
An effective routine began: Bonnie would drive the live-in aide from Pennsylvania on



Bonnie Carr Long and her mother.

Wednesdays and pick her up 10 days later for a break. When that aide had to leave after several months for health reasons, colleagues found another compassionate, excellent, and reliable aide for Bonnie's mom. “When you have people who will go to that extent for you, they're really pretty special people, and they make you feel special,” says Bonnie. “The BAYADA office employees and field employees made it possible for my mother to live at home, where she wanted to be. She was safe and happy and I felt secure knowing she was in such good care.”

Maureen Wright couldn't agree more. In 2000, her brother, who was 43 at the time, experienced a stroke. Doctors advised his family to place him in a nursing home. Having worked as an Area Director for 20 years in Philadelphia, Maureen knew better. He recovered at home, thanks to BAYADA nursing services and the help of Maureen's extended family.



Melissa Burnside and her grandfather.

“It just makes it so personal when you have family members who are being helped by what we do,” says Karen Hojda, Director of Leadership Development and Talent Management in Burlington, New Jersey. BAYADA has cared for Karen's grandmother, stepfather, and close neighbors.

Melissa Burnside also knows that feeling. In the early 2000s, Melissa's grandfather, who had cancer, lived with her family. During that time, he required a BAYADA live-in aide as well as visiting home health aides. As Division Director in Parsippany, New Jersey, she knew the great work BAYADA does, but the true extent literally “hit home” then. “It was the most honest thing that my family could have experienced,” Melissa says. “I always knew the work we do is meaningful, but when it came to my home, it really gave me a different perspective.” 🌸