



ABOVE: This pin was the result of hands-on engineering by Mark. Dissatisfied with the quality of pins by a vendor, he bought a machine and hand-made the pins and name tags himself. Starting with plastic pins, Mark stacked two layers. Then he engraved a portion of the pin, applied red paint, and wiped away the excess. When it dried, he engraved the second portion deep enough to expose the gray bottom layer.

An angel answers a callout plea

While working as a new Staff Supervisor (now called Client Services Manager) in Winston-Salem, North Carolina, Melinda Phillips sometimes felt discouraged. She had moved up to the role from Assistant Home Care Coordinator (similar to today's Associate role), so she figured she was doing something right. At the same time, Melinda found the work stressful and wondered "whether I'd stick it out for even a year."

One morning, Melinda took a call from a woman who said she hadn't slept for days. She had been caring for her sister around the clock and was "desperate for help." Melinda stopped thinking about her own feelings and focused on the woman's needs. "I really connected with her. I remember thinking that I've got to help this lady," she says. She urged the woman not to worry, assuring her that help was on the way.

But several field employees had already "called out" that day, leaving Melinda with no caregivers to call on. "The office staff thought I was crazy for saying I would try to get someone out there," she says. Melinda started to feel as desperate as the caller. Instinctively, she rested her head on her desk and appealed to a higher power: "God, if you really want me to help this lady

and there's someone out there, you're going to have to send them, because I have no idea."

Minutes later, the office doorbell rang. In walked Jackie R., one of the office's best home health aides, who had been out of state visiting family for a few months. The way Melinda greeted her certainly surprised her: "Jackie! I think you're an angel!"

Jackie responded, "Well, I'm not sure about that. But it's the weirdest thing, Melinda. I was in the grocery store and something told me to come over here. So I came."

Melinda called the client's sister back, and Jackie headed straight to the client's home. From that moment on, Melinda knew she'd make it in the job and stay in the field because she believed she was part of something greater than herself. Twenty years after starting with BAYADA in 1994, Melinda is now a Regional Director. 🌸



RIGHT: Regional Director Melinda Phillips in 2014 at *The BAYADA Way* retreat in North Carolina.