

A Conversation with The Baiada Bunch *continued*

OPPOSITE: The Baiada Bunch at Mark and Ann's home in 2015: Kelli, Janice, Mark, David, Ann, Christin, and Jackie. Baby pictures of all five children, partly visible here, are on the wall at right. The portrait at left is of Ann's mother, Edith Claffey, at her nursing school graduation.

Christin: It's an old-school philosophy: You stick together, take care of each other, and spend a lot of time together. Maybe it doesn't happen as much nowadays, but we still maintain that culture as much as we can—with aunts, uncles, and cousins, too.

Kelli: It means that supporting a connected and happy family is our top priority. It's always a balance where there is such important work to be done here or in any other profession, but a strong family provides a good base to do a lot of good in other arenas.

Janice: The whole "family first" idea includes employees, too. It's always been clear that Pop puts both his personal family and his work family above everything else, and he allows his employees to do the same. "Family first" is like an unwritten rule at BAYADA. It's about compassion for others, and it's yet another uniquely amazing thing about the culture Pop has built, both in our family and at BAYADA.

What was it like growing up in a home health care family business?

David: BAYADA was really a community of people, in the early years especially. They spent a lot of time together in the office, at events, at the Regatta. I didn't really understand the business until I got much older, but I remember the people who were good to me.

Janice: One story might help illustrate some of the ways we would help out with Pop's random business ideas. I was about eight years old, and walking home from school one day. I stopped by the office, and Pop had one of those

motorized carts that they have at the mall for senior citizens or people with disabilities. He was thinking about buying one as an investment, so he asked if I wanted to drive it home to "test it out." Reluctantly, I accepted, but I felt really awkward about the whole thing. As I drove this cart down Chester Avenue, I hit a bumpy patch around tree roots on the sidewalk, and I nearly tipped the thing over because you need to let go to stop it. But something in my mind was thinking I should pull it harder, and it sped up. Then I remember thinking, "Oh my gosh, people driving by are probably thinking this person with a disability needs help." And then all the traffic quickly stopped across Chester Avenue! I was horrified. Pop never did buy it!

Jackie: Our parents absolutely shared stories with us about clients and challenges, and we saw the aides firsthand come in to take care of Grandmom. Ultimately, this helped shape the kind of adult I would become and the path I would choose. It eventually became my turn to share stories about my patients at the dinner table.

Kelli: It was really neat to be so aware of and involved with your parents' work. I remember seeing their passion for nursing, for home care, and for just simply helping people who need help—both at the company and in the community—and that certainly left an indelible mark on me. I also remember the very special relationships they, and we, had with people at the company. It was a very close-knit group.

Christin: It was stressful for Mark and Mommy, I'm sure, juggling five kids and two full-time, demanding jobs, but I don't remember feeling stressed. They did such a good job of handling it all and keeping the family together and fun! 