

A Message from Mark Baiada

The history of BAYADA Home Health Care dates back to 1975 with a vision to help people live safely at home with comfort, independence, and dignity. Since then, we have grown from our humble beginnings to become a national leader by attracting like-minded and compassionate professionals to join us in our mission.

We recognize the trust our clients place in us every time BAYADA enters their homes, and we understand nothing is more important than their safety and well-being. We provide the highest quality care in the home spanning every age group and level of care from pediatrics to geriatrics and from critical care to just being there. Our clients rely on us, and that reliance carries with it the responsibility to do the right thing.



We have developed BAYADA's Standards of Honesty and Confidentiality as a statement of the high values we all have long practiced in the work we do. Having our standards expresses how seriously we take honesty and confidentiality. It is a reference guide to help us in our daily work as we fulfill our responsibility to do the right thing. It is by doing the right thing that we will be able to build and maintain a lasting legacy as the world's most compassionate and trusted team of home health care professionals.

No single document of standards can provide an answer for every situation or question. So when situations or questions arise, we are counting on you to do the right thing by asking questions or getting help. Ask your supervisor for assistance. Call your director, division director, Legal Services, or Chief Compliance Officer for guidance. Call the Compliance Hotline at **866-665-4295** to report your concerns.

Our name has evolved over the years—from RN Homecare to Bayada Nurses to BAYADA Home Health Care—to reflect the evolution in the depth and breadth of our services. The one thing that will never change is our commitment to providing exceptional care with compassion, excellence, and reliability. It's embedded in our culture and the philosophy of *The BAYADA Way*, and is supported by our standards of honesty and confidentiality. Thank you for your commitment and hard work.

A handwritten signature in black ink that reads "J. Mark Baiada". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

J. Mark Baiada
Founder and Chairman