



WE LOVE WHAT WE DO

CARE CONNECTION

A PUBLICATION FOR CLIENTS OF BAYADA AND FAMILY MEMBERS



BAYADA Clinical Manager Pam Compagnola, RN

Para leer este boletín en español, visite bit.ly/care-connection →

BAYADA Brings Awareness to Home Health Care on National Television



BAYADA CEO **David Baiada** and Chief Nursing Officer **Mandy Tilton** recently appeared on a national television program to shine the spotlight on the critical importance home health care plays in keeping people safe at home. They also discussed the growing need for more nurses, home health aides, therapists, and other home care professionals so that companies like BAYADA can continue to provide this essential care.

The weekday morning show, **The Balancing Act**, aired on Lifetime Television. During the interview, Mandy spoke about the challenges of recruiting clinicians and caregivers to reliably care for our clients. **"The nursing shortage and the caregiver shortage has definitely impacted us, so we are constantly and proactively looking for individuals who are compassionate and want to provide that one-on-one care in the home,"** she said. "We are also at a disadvantage because many nursing school programs don't teach about home care, so we use platforms like this program to share our message and create awareness."



Mandy also spoke about BAYADA's extensive training programs to ensure our employees are prepared to provide you and all our clients with the highest caliber one-on-one care.

"We are constantly educating and training our clinicians. For example, we prepare our nurses in our state-of-the-art simulation labs where they can learn new skills and practice them in a safe environment," said Mandy, whose passion for home care was fueled by personal experience. "My family and I brought in clinicians and caregivers to help care for my grandparents so they could live in the place they loved—their home. And that's what we are here to do for our clients and their families."



BAYADA's Secret Sauce: our people

When asked about the "secret sauce" that has allowed BAYADA to continue our important work from 1975 to today, it's no surprise that David credited our employees.

"The most important thing that makes us different and has allowed us to be here for nearly 50 years is the quality of our people in your home," said David. **"Our team that represents BAYADA is really what makes us who we are."**

To watch the segment, visit bit.ly/BAYADA-TV

HHA Nelly Helps Her Client Reclaim Her Life and Live it to the Fullest

For five years before she started to receive assistive care services from BAYADA, **Cassandra B.** lived alone, with little or no interaction with anyone. Struggling with severe arthritis and an immune deficiency, Cassandra, 60, spent most of her time in bed—until BAYADA Home Health Aide **Nelly Gomez** entered her life.

“When Nelly started caring for me, I wasn’t doing anything,” said Cassandra. “She encouraged me to come to the table, to get dressed, to exercise, and to walk.”

Recapturing her creative spirit



In addition to robbing her of the ability to perform basic activities of daily living, Cassandra’s illnesses kept her from doing some of the things she loves, like practicing yoga, drawing, and painting. Thanks to Nelly’s encouragement, Cassandra has once again tapped into her creative spirit, picking up her pencil and paint brushes to produce beautiful works of art.

Nelly also taught Cassandra how to crochet, which helped ease some of the arthritis pain in her hands. “It makes my mind work and made my left-to-right hand coordination much better,” said Cassandra, who has already crocheted two blankets. “I don’t think anyone who can do things independently know what it’s like to not be able to do things on your own. Now,

because of Nelly, I can do things. It makes a huge difference on me mentally, physically, and with my relationships with other people.”



Nelly (right) teaches Cassandra to crochet

Nelly helped Cassandra celebrate her 60th birthday

A 60th birthday surprise

When Cassandra turned 60, Nelly arrived at her door with balloons and a birthday cake, something no one had ever done for her before.

“Nelly has such a compassionate heart,” said Cassandra, “We talk, laugh, and most of all, listen to each other. Nobody has ever truly cared for me the way Nelly does.”

For Nelly, the feeling is mutual. “What I like most about taking care of Cassandra is seeing her progress every day—how she always wants to keep going and learn new things,” said Nelly. “I love working with Cassandra. Her thanks, her smiles, and her hugs are my best reward.”



Despite her arthritis, Cassandra started drawing again, thanks to Nelly’s encouragement.

Champions Among Us: Home Visit with State Senator Helps Support Private Duty Nursing Program



BAYADA client **Barney F.** relies on in-home nursing care to remain in his home with his wife and primary caregiver **Bonnie.** Barney, who is in his 70s, has been receiving nursing services from BAYADA since 2019 after a stroke significantly limited his mobility and communication. He also has a tracheostomy to maintain his airway and a feeding tube to receive nutrition as he can no longer ingest anything by mouth.

Without the care provided through the North Carolina Medicaid Private Duty Nursing (PDN) program, Barney would have been placed in an institution or a long-term acute care hospital at a higher cost to the state. While he has an excellent team of nurses to cover the majority of his hours, it can often be a struggle to recruit nurses to care for him on nights and weekends.

Gaps in nursing coverage puts Barney's health at risk and increases strain and stress on Bonnie, who is struggling to handle the physical demands of his care as she ages. That's why they were both eager to welcome NC State Senator Steve Jarvis into their home so that he could see, first hand, the integral role nurses play in Barney's ongoing care.

Senator Jarvis immediately developed a connection with Bonnie and Barney. In fact, his first job was at the same textile plant where Bonnie had worked up until her retirement. He expressed his support as the BAYADA team explained how the nursing shortage and low reimbursement rates make it difficult for home care agencies to attract and retain nurses who can earn higher wages at a hospital or skilled nursing facility.



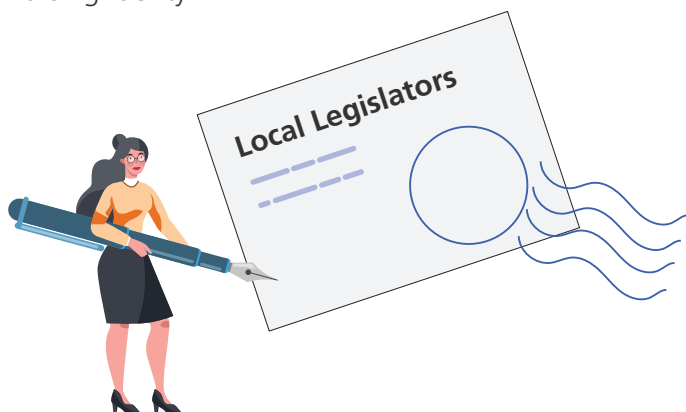
"It is crucial that families are enabled to stay strong and healthy in their homes and not be unnecessarily institutionalized," Senator Jarvis said. "I am proud to support funding to help Barney and Bonnie remain together at home."

Sharing your own home care story

While Barney and Bonnie chose to invite a legislator into their home, there are many other ways to participate in home care advocacy. If you only have a minimal amount of time, you can send a pre-written email or postcard to your local legislators, educating them about the essential benefits of home health care and asking for their support. If you want to become more involved, you can attend meetings with legislators, participate in events, or share your story with the media.



For more information visit heartsforhomecare.com or scan the QR code.



Hearts for Home Care
A BAYADA Community Supporting Quality Care at Home



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Content in this newsletter is provided as general summary information for our clients and is not intended to take the place of personalized medical guidance. We encourage you to seek the advice of your physician or other qualified health care professional if you have specific questions about your care.

BAYADA provides skilled nursing, rehabilitative, therapeutic, hospice, habilitation, behavioral health, and assistive care services to people of all ages. Services vary by location.

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Fire Safety for People with Disabilities



Having a physical or developmental disability does not mean you can't keep yourself and your family safe from fire. You can build your home safety plan around your abilities.

Install and maintain smoke alarms

- Smoke alarms with a vibrating pad or flashing light are available for those who are deaf or hard of hearing.
- Consider a smoke alarm with a strobe light outside of the home to catch the attention of neighbors and emergency call systems for summoning help.
- Ask the manager of your building, a friend, or relative to install at least one smoke alarm on each level of your home.
- Test smoke alarm batteries every month and change them at least once a year. If you can't reach the test button on your smoke alarm, ask someone to test it for you.
- Smoke alarms with sealed, long-life batteries work for up to 10 years. They can be helpful for people who find it hard to change batteries.

Live near an exit

- Although you have the right to live where you choose, you'll be safest on the ground floor if you live in an apartment building.
- If you live in a multistory home, arrange to sleep on the first floor.
- Being on the ground floor and near an exit will make your escape easier.

Plan your escape

- Know at least two exits from every room.
- If you use a walker or a wheelchair, check all exits to be sure you can get through the doorways.
- Make any necessary changes, such as installing exit ramps and widening doorways, to make an emergency escape easier.



Don't isolate yourself

- Consider a smoke alarm with a strobe light outside of the home to catch the attention of neighbors and emergency call systems for summoning help.
- Educate your health care team about your fire safety plan and practice it with them.
- Contact your local fire department's nonemergency line and explain your needs. They can suggest escape plan ideas and may perform a home fire safety inspection if you ask.
- Ask emergency providers to keep your needs information on file.
- Keep a phone near your bed and be ready to call 911 or your local emergency number if a fire occurs.

Learn more

Visit the U.S. Fire Administration at bit.ly/fire-Admin