



**BAYADA**<sup>®</sup>  
Home Health Care

# Living with ALS at Home

Home health care resources for people with ALS



BAYADA Home Health Aide Rebecca Miller discusses nutrition with client with ALS Royce C.

*Compassion. Excellence. Reliability.*

# Table of Contents

- Specialized ALS Care Services ..... 2
- Letter from BAYADA Founder and President, Mark Baiada..... 3
- What is Home Health Care..... 4
- Who Provides Home Health Care ..... 5
- When to Start Home Health Care..... 5
- Indications that Home Health Care is Needed..... 6
- How to Pay for Home Health Care ..... 7
  - Medicare and Medicaid..... 7
  - Managed Medicaid, private insurance, long-term care insurance..... 8
  - Private pay, charitable organizations, Veterans Administration ..... 9
- Benefits of Home Health Care..... 10
- Why Choose Professional Home Health Care Services..... 10
- Finding a Provider that’s Right for You..... 11
- What is the Process of Obtaining Home Health Care ..... 12
- BAYADA Provides Comprehensive Services for People with ALS..... 13
- Assistive Care..... 13
- Adult Nursing ..... 14
- Therapy Services ..... 14
- Hospice..... 15
- BAYADA Demonstrates Excellence in ALS Care..... 16
- About The ALS Association ..... 17

# Specialized ALS Care Services

## **Helping those with ALS live at home with comfort, independence, and dignity**

BAYADA Home Health Care is proud to partner with The ALS Association, as we share their mission of raising awareness about ALS and enhancing the lives of those living with the disease. Our care professionals understand the difficulties of daily living for people with ALS and the complexity of caring for a person living with the disease. At BAYADA, we offer a wide range of specialized services for people with ALS including nursing, rehabilitative, therapeutic, hospice, and assistive (personal) care to help them live life to the fullest.

We strive to ensure that our clients receive the highest quality care in their homes while maintaining independence and dignity. As the care needs of our clients with ALS inevitably change over time, we continue to work closely with clients, their families, and their physicians to identify new or additional services that they may need to maintain the highest level of comfort and support.

BAYADA is committed to the ALS community and our national partnership with The ALS Association gives us the opportunity to do even more to help people living with ALS. Together, we work toward enhancing the quality of care and life for both our clients and their families. Our collaboration allows us access to the latest clinical initiatives to improve the quality of care we provide.

We began working with the Greater Philadelphia Chapter in 2013 and since then, our partnership has continuously grown. BAYADA now works with the National ALS Association and its local chapters as we provide care to hundreds of people with ALS throughout the country. We share their mission of raising awareness about ALS and enhancing the lives of people living with this disease.

It is with a great sense of responsibility and compassion that we are truly honored to play a larger role in helping those with ALS live at home with comfort, independence, and dignity until there is a cure.

# Letter from Mark Baiada

The history of BAYADA Home Health Care dates back to 1975 and 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 a BAYADA caregiver enters their homes, and we understand nothing is more important than our client's 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 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 philosophy of *The BAYADA Way*.

If you or a family member ever needs care, we are just a phone call away, 24 hours a day, 7 days a week.

Sincerely yours,



**Mark Baiada**

Founder and President



# Understanding Home Health Care for People with ALS

## What is home health care?



Clinical Manager Karen Logan, RN, answers questions from client Dr. Frances S.

Home health care plays an important role in the health care system. People with injury, illness, or disability are now able to receive care at home that was once only provided in hospitals.

Home health care services include skilled nursing, assistive care (personal care), rehabilitation, therapy such as physical therapy and occupational therapy, and hospice.

- Nursing and personal care are the two services most beneficial to you. Nursing services range from general management of ALS symptoms to tracheostomy and ventilator care. It is typically needed when either invasive breathing assistance is needed or when the disease has progressed to the point of requiring the skill of a licensed nurse.
- Assistive care is non-medical assistance with activities of daily living, such as eating and bathing. This type of care is provided by a home health aide or certified nursing assistant. Many can benefit from assistive care throughout diagnosis. Early on, personal care assistants can guide you safely, preventing falls and injury. As the disease progress, getting around becomes more and more difficult. Aides are able to keep pace with the progression of the disease by providing assistance with guided transfers to full transfers with a Hoyer Lift. They can also assist with feeding, bathing, and toileting at every stage of ALS.
- Therapeutic care includes physical therapy, occupational therapy, speech language pathology, and respiratory therapy, all of which can help you manage your condition safely at home, increasing independence and comfort.
- Hospice provides medical care, pain management, and emotional and spiritual support to you and your loved ones through the end-of-life process. Hospice can provide a loving, respectful, and peaceful end to an otherwise difficult experience with ALS.

## Who provides home health care?

Home health care may be provided by either home health care agencies or by privately hired caregivers.

Privately hired nurses and personal care aides may provide the same type of services as home health agencies do; however, agencies are bound by licensure statutes and state and federal regulations that ensure competency of their care staff. That means that the nurses and aides hired through an agency have met specific hiring standards. In addition, home health care providers may be accredited by many different governing bodies such as Community Health Accreditation Partner (CHAP), certified by Centers for Medicare and Medicaid Services (CMS), and licensed by the state.

BAYADA uses its extensive resources and professional recruiting practices when hiring caregivers. We verify work history, credentials, references and perform thorough background checks. Our professionals also undergo in-depth interviews, written testing, and hands-on skills assessments before they are hired—and all are fully insured before they visit their first client.

Hiring a caregiver privately puts the responsibility on your family to determine if the person hired is qualified and experienced enough to care for you. It can be difficult to verify the credentials and skills of a privately hired caregiver.

## When to start home health care



BAYADA Home Health Aide Rebecca Miller discusses support for Natalie C. and her husband with ALS.

As providers of home health care, we often learn from people with ALS and caregivers that they wish they had sought out help earlier. Many waited to learn about their options until they “really needed” it, but when looking back, realized that they needed help long before they finally asked for it.

## Indications that home health care is needed

For Clients	YES	NO
<b>Do you:</b>		
Have difficulty accomplishing household tasks (laundry, cooking, dishwashing)?	<input type="checkbox"/>	<input type="checkbox"/>
Struggle with personal care tasks (bathing, dressing, grooming)?	<input type="checkbox"/>	<input type="checkbox"/>
Need assistance getting in and out of bed?	<input type="checkbox"/>	<input type="checkbox"/>
Worry about being safe when left alone?	<input type="checkbox"/>	<input type="checkbox"/>
Live far from family members or close friends who can help with care?	<input type="checkbox"/>	<input type="checkbox"/>
Need more advanced care than a family member can provide?	<input type="checkbox"/>	<input type="checkbox"/>
Have difficulty swallowing?	<input type="checkbox"/>	<input type="checkbox"/>
Need help with medication management?	<input type="checkbox"/>	<input type="checkbox"/>
Experience breathing problems?	<input type="checkbox"/>	<input type="checkbox"/>
Fall on a frequent basis?	<input type="checkbox"/>	<input type="checkbox"/>
Have mobility issues (need assistance from a walker or wheelchair)?	<input type="checkbox"/>	<input type="checkbox"/>
Require assistance with a ventilator?	<input type="checkbox"/>	<input type="checkbox"/>
Experience frequent hospital admissions?	<input type="checkbox"/>	<input type="checkbox"/>
Need assistance 24 hours a day?	<input type="checkbox"/>	<input type="checkbox"/>
<b>For Caregivers</b>		
<b>Are you:</b>		
Fearful of leaving your loved one alone?	<input type="checkbox"/>	<input type="checkbox"/>
Finding that your loved one's care is becoming exceedingly demanding on your time, emotions, and physical abilities?	<input type="checkbox"/>	<input type="checkbox"/>
Unable to have respite time for yourself?	<input type="checkbox"/>	<input type="checkbox"/>
Unable to provide the advanced care that your loved one requires?	<input type="checkbox"/>	<input type="checkbox"/>
Unable to take care of household tasks due to caring for your loved one?	<input type="checkbox"/>	<input type="checkbox"/>
Missing out on your own social and personal activities because of caring for your loved one?	<input type="checkbox"/>	<input type="checkbox"/>
Unable to assist your loved one with personal tasks (bathing, dressing, grooming) on a consistent basis?	<input type="checkbox"/>	<input type="checkbox"/>

## How to pay for home health care

Home health care providers, like BAYADA, that offer a broad range of services and accept a wide range of payer sources, are able to care for people with ALS throughout the progression of their disease. Many of these home health care providers have specialists who can help clients and families navigate their eligibility for the various payor sources.

### Medicare

Medicare is a form of health insurance provided by the federal government for people over 65 or those under 65 with disabilities. For people with ALS, Medicare covers assessments for speech language pathology, and physical, occupational, and respiratory therapies. It also covers durable medical equipment (DME), as recommended by a physical therapist. Medicare covers consultations with physical therapists to teach family caregivers and/or personal care assistants (home health aides or certified nursing assistants) how to help with range-of-motion exercises and how to use the DMEs. Hospice care is also covered under Medicare.

There is no 24-month waiting period for people with ALS to receive Medicare benefits. People with ALS, who are deemed to be homebound, will receive Medicare benefits as soon as they receive social security disability benefits. However, Medicare only covers intermittent, short-term care needs. People with ALS typically need long-term, skilled, and personal care that is not covered by Medicare.

Visit [medicare.gov](https://www.medicare.gov) for more information.

### Medicaid

Medicaid is another type of government insurance that covers medical costs for those with low incomes, as well as those with higher incomes whose medical costs are over a certain percentage of their income. Medicaid is a joint federal and state program. Eligibility requirements vary from state to state. The federal government does not require state Medicaid plans to cover home health care services. However, states may choose to offer home health care services as part of their state plans.

To increase the number of consumers receiving services at home instead of at more costly facilities, the federal government incentivizes states by offering waivers. Each state may choose to offer waivers for home health care services, which include (but are not limited to), skilled nursing, personal care, and therapeutic care. The main waivers are Home and Community Based Waiver 1915(b) and 1915(c) and the Demonstration Waiver 1115. Currently, 47 states and Washington D.C. are operating at least one waiver.

Visit [medicaid.gov](https://www.medicaid.gov) for more information.



### **Managed Medicaid**

Managed Medicaid is an arrangement between an individual state and managed care organizations. Each managed care organization receives a capitated rate from the state. Programs and services vary from state to state. The plans operate similarly to a private health plan. If you are eligible for Medicaid, you will be assigned a case manager who can help navigate the benefits that may be covered, which vary by state.

Visit [medicaid.gov](https://www.medicaid.gov) for more information.

### **Private insurance**

Private health insurance is provided through an employer or spouse's employer from a private health insurance company or managed care organization. Private insurance plans may also be purchased individually. Home health care may or may not be covered by private insurance as this varies from policy to policy. If you had private insurance prior to your diagnosis, you should check your policy for an ALS exclusion. If there is no ALS exclusion, check the policy to see if it covers private duty nursing and home health benefits. Most insurance companies that cover home health care benefits without a skilled need (personal care) are covered for short-term, intermittent periods.

If you had been denied coverage from private insurance, we suggest that you file an appeal as long as the insurance plan covers private duty nursing or home health benefits.

### **Long-term care insurance**

Long-term care insurance covers in-home services, such as skilled nursing, therapeutic care, and personal care. If ALS is covered under the long-term care insurance plan, home health care services will be covered. Most likely, if you do not already have long-term care insurance, you will not be able to purchase it after your diagnosis.

## **Private pay**

If the financial resources are available, services may be paid for privately. All rates should be negotiated.

Many home health care companies, like BAYADA, work with you if you are paying privately. It is important to negotiate rates and payment plans especially when paying privately for services. You should develop a long-term financial plan when considering home health care. We have seen some of our clients with ALS use the following options to help pay for services: savings, reverse mortgages, home equity lines, life insurance policy conversions, and home care loans.

## **Charitable organizations**

There are many organizations that can help pay for home health care for those with ALS. Local foundations and other associations may be set up to raise funds to pay for patient care. The ALS Association provides respite care programs and loan out a range of equipment, such as wheelchairs and communication devices.

## **Veterans Administration**

ALS is considered a service-connected disease. The Veterans Administration (VA) will assume that any veteran diagnosed with ALS who served for a minimum of 90 continuous days on active duty was diagnosed because of, or aggravated by, their service in the military, regardless of when or where they served.

Military veterans with ALS who were previously denied benefits should contact their local chapter of The ALS Association or other veterans' service organizations to seek guidance about reopening their claim.

VA health benefits may include prescriptions, medical supplies, home improvement and structural alterations, as well as home health care coverage. To apply for benefits, you may contact your local chapter of The ALS Association or other veterans' service organizations to seek guidance and assistance on the application process.

## Benefits of home health care



BAYADA client with ALS Royce Cowan (seated), his wife Natalie, daughter Lillian, Home Health Aides Rebecca Miller and Pamela Strong, and BAYADA Director Nick Vollmer.

Home health care provides many benefits to both people living with ALS and their loved ones. Helping people with ALS remain safe in the comfort of their own homes, surrounded by friends and family is one of the most important aspects of home health care. Here are some additional ways home health care can benefit you and your family:

- Convenient care in one place
- Daily connections with loved ones
- Family collaboration (family caregivers are part of care team)
- One-to-one care (individualized care and attention)
- Respite for the family caregiver
- Clinical oversight and assessment
- Support and education for family caregivers
- Ease of transition when a higher level of care is needed

## Why choose professional home health care services?

Professional home health care offers peace of mind and reassurance that the person in your home, caring for you is:

- Qualified and experienced
- Monitored by a more experienced nurse
- Accountable to the authority and regulations of the agency and governing bodies
- Trained and receives ongoing education

Agencies protect you from:

- Workers compensation claims
- Tax liabilities
- Hiring caregivers who cannot work in the US legally
- Loss and damages resulting from caregiver theft or negligence

Agencies can offer:

- 24/7 access and support
- Direct billing to payor sources
- Ongoing clinical supervision for all levels of care
- Continued coverage even when primary caregiver is unavailable
- Health insurance confirmation and navigation of benefits

## Finding a provider that's right for you

Once you determine that home health care is needed, finding the right provider is an important next step. When researching providers, here are some key points to consider:

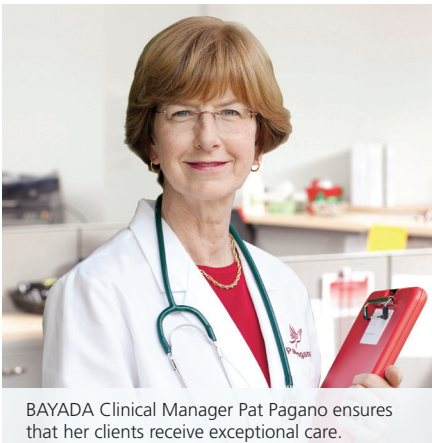
<b>Services:</b>	<b>BAYADA</b>	<b>Other</b>	<b>Other</b>
Both assistive care (hourly and live-in) and nursing services based on clients' needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free, confidential assessment by a registered nurse (RN)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment-based care plans written by RNs in collaboration with client and family	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regular RN supervision and support of employees in clients' homes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Guarantees:</b>			
No contracts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No cancellation fees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caregivers are employees—not contractors—of the provider	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employees fully insured for liability and worker's compensation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Credentials:</b>			
Community Health Accreditation Program (CHAP) accredited	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State licensed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicare-certified and Medicaid-approved	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Hiring and training standards:</b>			
Personal interviews	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reference checks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Criminal background checks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competency evaluation and testing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ongoing education and training (including dementia and rehabilitation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Documentation:</b>			
Clients' rights and responsibilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Customer service:</b>			
Bills client's insurance directly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On call 24 hours a day, 7 days a week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ongoing client satisfaction surveys	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## What is the process for obtaining home health care?

There are a few steps you should take first before contacting a home health agency:

- First, verify your eligibility for services based on your funding resources. Call your insurance provider or check with any resource you have that may pay for home health care services. Eligibility and benefits can vary greatly from one situation to the next, so it's important to understand your options before you invest your time and resources in identifying a home health care agency.
- After you have confirmed that you are eligible for home health care and learned the type of services for which you qualify—and for how long—you can begin looking for an agency that meets your needs and accepts your benefits.
- Once you have found an agency that appears to be a good fit, you can move forward with arranging services. Each agency may vary in terms of how they deliver care based on their own internal policies as well as criteria set by their accrediting body, such as CHAP. CHAP is an independent, nonprofit, accrediting body with the regulatory authority to audit agencies to determine if they meet the Medicare Conditions of Participation and the CMS Quality Standards. BAYADA is CHAP accredited.

When you begin care with BAYADA, we will provide you with a dedicated client services manager and clinical manager:



BAYADA Clinical Manager Pat Pagano ensures that her clients receive exceptional care.

- Your client services manager is responsible for matching a caregiver(s) who best fits your specific needs, personality, and wishes, as well as those of your family. The client services manager also manages the care schedule and ensures you receive all the services to which you are entitled, based on your needs and what has been authorized by the payor source.
- Your clinical manager oversees your care and supervises the aides and nurses providing the day-to-day care.

## **BAYADA provides comprehensive services for people with ALS**

At BAYADA Home Health Care, we strive to ensure that clients receive the highest quality care in their homes, while maintaining an individual's independence and dignity. As your care needs change over time, BAYADA Clinical Managers will assist you in identifying new or additional services that you may need. All BAYADA care professionals undergo a rigorous hiring process and receive ongoing supervision and training by a registered nurse. At BAYADA, we understand that coordination and communication is essential to ensure the highest quality of care for you. To fulfill this goal, your BAYADA care team will work closely with your physicians, family, and community resources, such as The ALS Association.



BAYADA client with ALS Eric B. shares a special moment with his wife Amy.

### **Assistive care**

BAYADA assistive care provides non-medical assistance with activities of daily living when the disease has made it difficult to manage everyday tasks on your own. BAYADA assistive care specialists include home health aides, certified nursing assistants, homemakers, and companions.

Care is typically provided in shifts (two hours or more) on an ongoing basis. BAYADA Nurses are available 24 hours a day, 7 days a week.

Our caregivers provide assistance with:

- Communication devices, such as a symbol and picture board or iPads
- Dressing and grooming with the use of adaptive equipment, such as button hooks or zipper pulls

- Bathing and toileting
- Safe walking, repositioning, and transferring
- Meal preparation, eating, and nutrition
- Light housekeeping, such as vacuuming, dusting, washing and folding laundry, and trash removal
- Shopping for groceries and other minor errands
- Medication and appointment reminders (varies by state and practice)

## Adult nursing

Adult Nursing care services are provided by registered nurses and licensed practical nurses who are highly experienced and knowledgeable professionals specializing in home health care. BAYADA Nurses can help you with all your care needs, ranging from management of ALS symptoms to tracheostomy and ventilator care.

Care is typically provided in shifts (two hours or more) on an ongoing basis. BAYADA Nurses are available 24 hours a day, 7 days a week.



BAYADA client with ALS, Eric B. receives care from his BAYADA Nurse, Abi Omalaja

Our nurses provide:

- Management of a tracheostomy, using a ventilator, as well as suctioning care
- Nutrition via a feeding tube
- Assistance with communication devices such as a symbol and picture board or iPads
- Management of bowel programs
- Assistance with mobility while managing energy reserves
- Administration of medications and treatments, including IV

## Therapy services

Our physical therapists, occupational therapists, and speech language pathologists are highly experienced and knowledgeable professionals who can help increase your independence and comfort.

BAYADA Physical Therapists can provide:

- Prescriptions for ambulatory devices that include, but are not limited to, the use of walkers, wheelchairs, and power wheelchairs depending on the point in progression of the disease
- Range-of-motion and stretching exercises to prevent and manage pain and improve function
- Assistance with transfers using a Hoyer Lift or other equipment

BAYADA Occupational Therapists can provide:

- Assistance with activities of daily life by teaching new strategies for completing tasks, recommending adaptive devices, and providing training, evaluating the home for potential modifications
- Therapeutic interventions to help maximize independence

BAYADA Speech Language Pathologists can provide:

- Assistance with communication using augmentative communication devices
- Assessment and treatment of swallowing disorders
- Recommendations to reduce the risk of aspiration

## Hospice

BAYADA Hospice employs a holistic team approach to providing end-of-life care. Hospice includes medical care and symptom and pain management as well as emotional and spiritual support to both you and your loved ones. Our hospice care professionals include nurses, physicians, therapists, social workers, and home health aides who specialize in comfort and end-of-life care.

Hospice services include:

- Nursing and physician care
- Social work and counseling
- Spiritual care based on values
- Bereavement support
- Respite care and companionship
- Therapies
- Palliative care

Hospice also provides medication and medical equipment and supplies related to the primary hospice diagnosis and related conditions.



# BAYADA Demonstrates Excellence in ALS Care

## After Three Years, Woman with ALS Speaks Again



Clinical Manager Beatrice Lewis, client Lisa D., and BAYADA Nurse Shanta Waugh

Lisa D., a 49-year-old woman with ALS has been living with the disease since 2006. As the years went on, the debilitating and terminal neurological disease progressed, causing Lisa to lose her ability to walk, sit up, and breathe on her own. After undergoing a tracheotomy procedure to help her breathe, she lost her voice, leaving Lisa and her family heartbroken and frustrated.

As time went on, Lisa's family recognized that she needed more help than she was already receiving. They called BAYADA Home Health Care and clinical manager Beatrice Lewis, RN, was assigned to oversee the team that provided Lisa's care.

First, the team worked with Lisa to get her out of bed and mobile. Determined for Lisa to regain some independence, her BAYADA Nurses helped her sit up on the edge of her bed. Slowly, they transitioned her into a wheelchair, providing her with a sense of freedom and dignity that she had not known for years.

The next step was to help Lisa speak. Since Lisa could still swallow, her team of caregivers—registered nurses, respiratory therapists, and speech language pathologists, along with Beatrice—believed she should be able to speak. They worked with Lisa and encouraged her by saying, "I know you have a voice in there, and I'd love to hear it."

With Lisa's approval, her care team attached a speaking valve to Lisa's tracheostomy collar. After not speaking for three years, Lisa uttered "Hello" and turned to her fiancé to say "I love you." Lisa's fiancé, John, was elated to communicate with Lisa again.

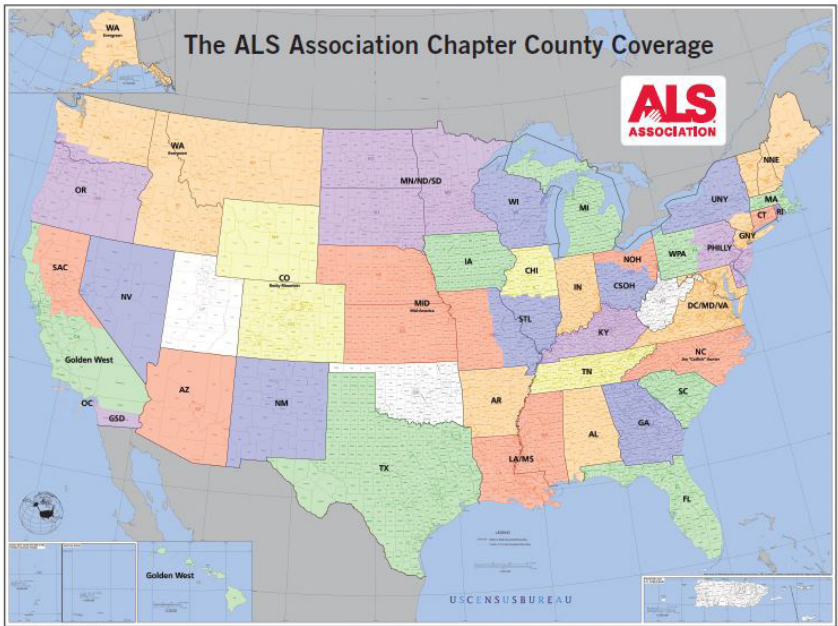
Today, Lisa is able to talk with the assistance of her speaking valve. Being able to communicate has added to her enjoyment of spending time with family and friends.

With one-on-one care and encouragement, Beatrice and her team planted the seeds of growth in Lisa by supporting and challenging her—to the point that Lisa's quality of life has dramatically changed for the better.

"I call her my little angel," said Beatrice. "Although it's still going to be a long road ahead, Lisa remains positive and is a pleasure to work with, even during the hardest days. Lisa is a prime example of why both caregivers and clients should never give up."

## About The ALS Association

The ALS Association is the only national non-profit organization fighting Lou Gehrig's Disease on every front. By leading the way in global research, providing assistance for people with ALS through a nationwide network of chapters, coordinating multidisciplinary care through certified clinical care centers, and fostering government partnerships, The ALS Association builds hope and enhances quality of life while aggressively searching for new treatments and a cure. For more information about The ALS Association, visit [www.alsa.org](http://www.alsa.org).



For information about The ALS Association chapter in your area, visit: <http://www.alsa.org/community/chapters/chapters.html>

For information about the ALS Program at BAYADA, contact 267-592-4858 (Monday-Friday 8:30 am to 5:30 pm) or email [relationshipmanagement@bayada.com](mailto:relationshipmanagement@bayada.com).



[www.bayada.com/als](http://www.bayada.com/als)

BAYADA specialty practices include Home Health Care, Pediatrics, Hospice, and Habilitation.

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