



Bayshore Bridges



Better care for a better life

Bayshore Home Health has been dedicated to enhancing the quality of life, dignity and independence of Canadians in their homes since 1966. We are Canadian owned and operate more than 40 home care offices and 20 community clinics across Canada.

Offering a wide range of home and community health services, we strive to make a difference in our clients' lives – *every visit, every time*. Our nursing, personal care, home support and companionship services are available privately, as well as through government care programs, personal and group insurance plans and workplace safety insurance.

We also offer specialty services that include temporary staffing of health care professionals, pharmaceutical products support services, health education programs, intravenous infusion clinics and dialysis centres.

www.bayshore.ca

There's no 'typical' day in the life of a Bayshore nurse

"There is no such thing as a typical day in the life of a Bayshore nurse," says Kimberley (Kim) Bovolotto, a registered practical nurse (RPN) with Bayshore Home Health's Ottawa branch. Kim spends her workdays visiting clients in their homes in rural eastern Ontario as part of the branch's Ottawa East team.

At one home visit she might educate a client about diabetes, and at the next she might send someone with a septic wound to the hospital by ambulance. "Every day is unique because every client is unique," Kim says. "You have to respond to the client's needs."

Kim, who was chosen Bayshore's Nurse of the Year for 2007, "has both exemplary nursing and communication skills," says Carol Ann Mancuso, Manager of Clinical Practice for the Ottawa branch. "Her clients feel exceptionally well-cared-for and her teammates feel her support. She is also continually improving herself and knows when to ask for help. That's a very important quality in a community nurse."

In spite of her obvious skills and enthusiasm, Kim is relatively new to nursing. She originally graduated with a degree in English literature and had a successful career in high-tech marketing before taking seven years "off" to stay home with her twin sons, Matthew and Nathan.

It was during this period that Kim decided to return to school to become an RPN. From



Bayshore Home Health's President, Stuart Cottrelle, presents the 2007 Nurse of the Year award to Kim Bovolotto of the Ottawa branch.

the start, she knew she wanted to specialize in community nursing. In 2005 she graduated from Algonquin College, with honours, and started working at Bayshore the same year.

"I wanted the one-on-one interaction you get with community nursing, and to give back to the public in a personal way," she says. Kim found that she took to her role as a Bayshore RPN surprisingly easily. "I feel comfortable

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Facing the future together

When we conducted the Ipsos Reid survey, *Living for Today – Ready for Tomorrow*, we were not at all surprised to discover that virtually all respondents valued the ability to live at home, independently. It's what we all want. We were also not surprised to discover that most people would do everything they could to avoid moving into a nursing home.

But what did surprise us was that older Canadians seem to be doing very little to ensure they can achieve their goals. They do not seem to be attempting to keep healthy, nor are they modifying their homes, researching home health care services or talking to their families about it.

In the meantime, governments are investing more in home health care to alleviate the burden on hospitals and nursing homes. So, not only is there a gap between older Canadians' desires and plans, there is also a gap between available independent living options and awareness of those options.

At Bayshore Home Health, we are committed to both providing exceptionally high quality home health care services and helping to educate Canada's aging population about their choices.

Stuart Cottrelle
President, Bayshore Home Health

As I see it



Few seniors are planning for independent living

Older Canadians are more prepared for dying than for living, according to the results of a recent Ipsos Reid survey sponsored by Bayshore Home Health. While 90% of Canadians between the ages of 65 and 85 have a will and 50% have a cemetery plot, many are not taking the necessary steps to be able to maintain the quality of life they desire.

Virtually all (97%) of survey respondents indicated they want to live independently for as long as possible, and 82% will do everything they can to avoid moving into a nursing home. But less than half understand the kind of services home health care provides and only 47% have actually researched ways to help themselves live independently at home.

Furthermore, of those older Canadians who are not receiving home health care, 96% have not spoken to their families about it and 45% of those aged 75 to 85 said they won't require assistance for a long time. At the same time, less than 5% of total survey respondents are exercising and keeping active to stay independent, and less than 1% noted healthy eating.

"The survey results show a big discrepancy between seniors' desire to remain in their homes and the plans they're making to reach this goal," says Holly Quinn, Director of Clinical Programs for Bayshore Home Health. "Independence is a big priority, but they are not planning for their future living arrangements or talking to their family about their options. Seniors are really a study in contradictions."

The nation-wide survey, *Living for Today – Ready for Tomorrow*, was designed to provide a snapshot of Canadians aged 65 to 85 and was conducted last November.

"The survey results garnered a significant amount of media coverage in most major Canadian markets," says Mike Kronic, Director of Marketing for Bayshore.

"Our society is aging, and media interest in this survey illustrates the importance of planning for the future. Not only do seniors have to plan for independent living, but 'baby boomers' have to help their parents. These are huge issues that affect two generations."

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Day in the life...

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going into someone's home, assessing the situation and finding the right resources," she says.

Kim's day starts with a fax from her team leader listing her assignments. She looks at where her clients live and what their needs are, before mapping out her day and getting on the phone to confirm appointment times.

She sees about six to eight clients per day, sometimes driving long distances between homes. If she is assigned someone designated "high-need" – such as a palliative care or new post-op client – she may see fewer people in a day. "Time management is a key skill," she says.

"I spend as much time as each situation requires and I am constantly assessing. In this job, you have to have a 'sixth sense' that a situation might not be what it appears, and you can't take any chances. If you feel something's wrong, but you don't know what, you send the client for further assessment," she explains.

"You are constantly triaging. There are multiple ways of handling a situation and you are constantly trying to find the way that will work best for your client. You work for the client, and their well-being and safety must come first."

Kim's days are peppered with and end with paperwork: charting, reports, forms, notes and more. Some days also include team meetings and visits to the branch office, primarily for in-service training sessions. She also regularly attends workshops, seminars or courses to upgrade her skills.

Proud of the important role she plays as part of a client's health care team, Kim says, "I am the eyes and ears of the client's physician and CCAC case manager." Her greatest job satisfaction is meeting new people and her greatest frustration is having trouble getting clients the services they need, due to budget constraints.

Kim's typical workday includes lots of hard work, challenges and on-the-spot judgment calls. She wouldn't have it any other way and she says she loves her job: "It is humbling to be permitted to share with people some of their most intimate moments."

For more information, please contact walexander@bayshore.ca

Winnipeg branch wins northern nursing contract



Dawn Marie Johnston

Bayshore Home Health's Winnipeg branch was chosen as the first place provider for nursing services in the territory of Nunavut. "This means that Bayshore will be called first when nurses are needed in Nunavut," says Dawn Marie Johnston, Area Director for the branch. The five-year contract with the government of Nunavut began last February.

The Winnipeg branch recruits nurses from across Canada for northern nursing assignments, which entail working in Nunavut four-to-six weeks at a stretch. Options for Bayshore nurses include working in the Baffin Regional Hospital in Iqaluit, as well as in community health centres and in public health roles.

"Community nursing in Nunavut is a unique and rewarding experience," says Dawn Marie. "Nurses work in an expanded role to promote health and provide education and health interventions to clients and families in remote communities. They also get to enjoy the customs of the Inuit people."

For more information, please contact dmjohnston@bayshore.ca

Bayshore sponsors Toronto Rehab education series



Suzanne Amodeo

Bayshore has agreed to become the exclusive home care sponsor of the Toronto Rehabilitation Institute's *Living With /Living Well Education Series*. The program, which began earlier this year, consists of nine public information seminars on a variety of rehab and preventative health topics including heart health, fall prevention, Alzheimer's disease and chronic pain management. All sessions are lead by Toronto Rehab's physicians.

"We are very pleased to be in partnership with Toronto Rehab," says Suzanne

Amodeo, Business Development Manager for Bayshore's serious injury care services. "Through these community-based educational forums we have the opportunity to inform and assist people who are coping with a serious illness or injury on their road to recovery."

Toronto Rehab is a fully affiliated teaching hospital of the University of Toronto. It is Ontario's leading academic health science centre in rehabilitation, research, education and patient care, helping 16,000 people each year.

For more information, please contact samodeo@bayshore.ca

Ontario RFP process put on hold

The procurement process for provincially-funded home health care services in the province of Ontario has been put on hold, as of January 28, 2008, by Health Minister George Smitherman. The move stems from the Health Ministry's desire to re-evaluate the current tender and bid process model for home care services. The Minister has not halted the procurement process for medical supplies and equipment, including intravenous supplies.

"In the period from August 2007 to January 2008, a number of requests for proposal had been posted for nursing and personal support services, to which Bayshore was in various stages of responding. With the recent development, we can only sit and wait for further updates from the Ministry," says Janet Daghish, Bayshore's Director of Community Partnerships.

For more information, please contact jdaghish@bayshore.ca

Retention innovation in Ottawa

Bayshore's Ottawa branch recently developed a retention initiative called Work Nights and Take Flight. It rewarded nurses who worked the qualifying number of hours after 11 p.m. during 2007 – a difficult time frame to fill shifts – with vacation packages worth \$3,000.

Two nurses, Jodi Bailey and Christina Tesolin, qualified to win the promotion. They are both new to Bayshore, and were both surprised to learn they had won. "Apparently, they weren't keeping track of their hours," says, Ottawa Area Director Wendy Alexander.



Lori Lachance has been promoted to Area Director of Bayshore's Smiths Falls, Ont. branch. Lori has been with the company since

2002, as a field nurse in the Brockville/Smiths Falls area, before being promoted to Director of Clinical Management for Bayshore's Ottawa branch. Lori has more than 20 years of hospital and community nursing experience.



Joan Raphael has been appointed Area Director of the new Ottawa-Private Services branch. A registered nurse, she has been

with Bayshore since 2004, first as Manager of Clinical Practice at the Ottawa-Government Services branch, and most recently as the branch's interim Area Director.

Both Jodi and Christina are mothers of young children, and both find that working night shifts allows them to spend more time with their children – in the morning, before school and in the evening before they leave for work. They typically



Christina Tesolin and Jodi Bailey were winners in the Ottawa Branch initiative.

sleep while their children are at school. Christina opted for a Florida vacation, and Jodi is still researching her trip.

"We recruited two great nurses, and their assignments complement their family-life balance. I'm happy for them," says Wendy.

For more information, please contact walexander@bayshore.ca

Bayshore Service Club

5 Years

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 Boguslawa Bergel *Hamilton*
 Ghislaine Blais *Cornwall*
 Heather Booth *Ottawa*
 Anita Bugno *Mississauga*
 Julita Buya *Hamilton*
 Olivene Curtis *Hamilton*
 Sharon Fraser *Ottawa*
 Jeanne Gilland *Ottawa*
 Beverly Hamm *Winnipeg*
 Andrea Hardman *Hamilton*
 Sherree Hoey *Thunder Bay*
 Pamela Laforme *Hamilton*
 Susan Lang *Cornwall*
 Jemma Loki-Vuzi *Edmonton*
 Caroline McLean *Thunder Bay*

Carla Thomas *Hamilton*
 John Timmins *Fredericton*

10 Years

Laura Bates *Mississauga*
 Janice Hutchinson *Mississauga*
 Josephine Millard *Thunder Bay*
 Evette Mitchell *Ottawa*
 Margaret Modlinska *Barrie*

15 Years

Pansy Hutchinson *Edmonton*
 Jessie Jaster *Hamilton*
 Josephine O'Riordan *Hamilton*

20 Years

Janet Paylor *Thunder Bay*

Missing from February issue

5 Years

Sarah Andrews *Barrie*
 Lucy Armstrong *Thunder Bay*
 Peggy Copeland *Barrie*
 Sav Gurdial *Barrie*
 Sandy Jarvis *Thunder Bay*
 Laurie Kimpeinski Greco *Barrie*
 Lorraine Nicol *Barrie*

15 Years

Priscilla Barnes *Barrie*

20 Years

Lynce Desormeaux *Ottawa*

Burnaby

5 Years

Salvie Abo
 Felicidad Adion
 Angelita Agustín
 Ailua Ali
 Florence Ali
 Consuelo Ambito
 Aida Anandaligam
 Marilyn Andrade
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