



# 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 35 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](http://www.bayshore.ca)

## Health and safety in the workplace is part of Bayshore's culture

What does workplace health and safety look like when a company's "workplace" spans an entire country, with almost 7,000 employees at hospitals, rehabilitation centres, community clinics, remote health stations, offices and tens of thousands of clients' homes?

It's a challenge that Bayshore Home Health is eager to meet. Gail Knight, the company's Health and Safety Specialist, emphasizes that safety isn't something that only concerns safety committees. "This is a daily thing we need to do – it prevents injuries and improves the bottom line, so it's a win-win situation. The company cares and is always looking for ways to improve."

Each Bayshore branch has a health and safety committee or representative, depending on its size and provincial legislation. In recent years, branches have taken on added responsibilities, such as developing emergency response plans. Gail wants them to be even more involved. "Our safety committees should be doing more than inspections and rubber-stamping. They should contribute to the development of policies and procedures," she explains.

This is part of Gail's goal of developing an internal responsibility system. "Ideally, we solve our own problems and improve safety with contributions from all levels of the organization. It's really been moving forward well and getting a good response," she says.

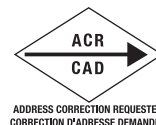


Ken Chan, Claims Management Specialist and Gail Knight, Health and Safety Specialist.

Bayshore recently created four regional safety committees across Canada. Their co-chairs meet twice a year to share information and provide feedback on proposed policies. Gail also seeks input through focus groups involving staff across the country from various levels of the organization.

This has already led to improved policies and training. The "lifts and transfer" policy has evolved into a new "safe client handling" policy and in-service training session. "Another one we did with input from our area directors and directors of regional development is our 'working alone policy,'" says Gail. "We needed a policy that would work across the country, plus branch-specific procedures to comply with legislation. We are also developing a policy for violence prevention in the workplace."

*(continued on page 3)*



## Proud and humbled by our achievements this year

As 2007 draws to a close, I find myself looking back on the year and feeling both immensely proud and humbled by what we've achieved together. This has been a banner year for Bayshore Home Health, and it's a testament to the excellence we strive for every day, with every visit to clients.

In February, Bayshore was named one of Canada's 50 Best Managed Companies for 2006. This distinction honours the culture of commitment that we've built across the organization.

In October, I was named Ontario's Health Services & Sciences Entrepreneur of the Year, another recognition that wouldn't have been possible without the contributions of the thousands of people whom I'm proud to call part of the Bayshore family.

We're thrilled to recognize excellence internally, as well. Congratulations to our Nurses and Caregivers of the Year, and leadership award winners!

Together, these accolades shine a spotlight on the commitment to excellence that's embodied in each of our staff members. We continue to raise the bar – and I'm eager to see what the new year will bring.

Stuart Cottrelle  
President, Bayshore Home Health

### As I see it



## Greeting card artist shares beauty through paintings



Bhawani Prashad

This year, Bayshore Home Health's holiday greeting cards hold a special significance. They're printed with a beautiful image of a farmhouse in winter, taken from a watercolour painting by Bhawani Prashad. This man's life was completely changed by a motor vehicle accident seven years ago. His injuries and ensuing complications caused speaking and memory problems, which were devastating to someone who had been highly respected at work and in the Hindu community.

Marion Feldman, a rehab teacher and coach with Neuro-Rehab Services in Concord, Ontario, has worked with Bhawani for a few years. "He's very determined, and a very, very fine person," she says. "He's a very spiritual and special individual."

Bhawani was interested in trying new leisure activities, and decided to try painting. Marion was once an art teacher, so she taught him about colours, shapes and designs. As part of Bhawani's re-integration into the community, he joined an art class.

Marion explains that art helps improve skills such as awareness, concentration and eye-hand co-ordination. It also helps people develop the perseverance to keep working on a project, and to learn when to stop.

Bhawani's work has been featured at the Abilities Arts Festival in Toronto and in a calendar produced by the Ontario Brain Injury Association. The calendar included a statement from the artist: "Art is very important to me... When I see I can do something so beautiful, I can't believe it. I love to paint. I feel very fortunate."

For more information, please contact [mmamak@bayshore.ca](mailto:mmamak@bayshore.ca)

## Caregivers of the Year in the spotlight

Each October, Bayshore Home Health has something extra to celebrate during Thanksgiving week. It's the time of year when the company's caregivers are recognized by their branches at special celebrations held in their honour.

In addition, each branch's administration chooses one exemplary person as Caregiver of the Year. Each recipient is awarded \$200 and a certificate of appreciation. "The purpose is to recognize both our registered and non-registered staff for their excellence and dedication on a national level," says Liz Davy, Bayshore's Director of Human Resources.

Without a doubt, it's a difficult decision when so many caregivers go above and beyond the call of duty to ensure that patients' needs are met. The nominations from the branches provide a hint of the

talent, enthusiasm and commitment that this year's award-winners demonstrate. Words like "reliable," "professional," "trustworthy" and "kind" appear over and over, and several caregivers were acknowledged for "going the extra mile," taking on shifts when help is needed and jumping at the opportunity to add to their skills. One branch wrote that its nominee is "a strong ambassador for Bayshore."

Indeed, every Bayshore caregiver is an ambassador, whether he or she is working with clients, listening to the concerns of family members or collaborating with other healthcare professionals. The awards honour the people who represent Bayshore every day, and offer a chance to reflect on what it means to serve fellow citizens.

For more information, please contact [mmamak@bayshore.ca](mailto:mmamak@bayshore.ca)

Caregiver of the Year

# 2007 Winners

**Barrie** Lise St. Germain  
**Brockville** Margaret Barnett  
**Calgary** Carolyn Dewitt  
**Charlottetown** Marjorie MacKinnon  
**Edmonton** Wilhelma Abad  
**Fredericton** Patricia Pollock  
**Mississauga** Maria Stefanczyk  
**Halifax** Deborah Thompson  
**Hamilton** Connie Cuilian

**Kitchener** Susan Moyo  
**Moncton** Claudette Cormier  
**Montreal** Alan Phaneuf  
**Quebec City** Marie-Josée Minguy  
**Ottawa** Daisy Daley  
**Oshawa** Sheila Courneya  
**Saint John** Blenda Jensen  
**Sarnia** Randy Blake  
**Sault Ste. Marie** Terry-Lyn Wing

**Smiths Falls** Rhonda Shinn  
**St. Catharines** Cathy House-Byers  
**Sudbury** Brenda Broughton  
**Sudbury/Espanola** Linda Lees  
**Timmins** Ann Fraser  
**Vancouver-Private** Edna Terencio  
**White Rock** Tracy Bechler  
**Winnipeg** Brenda Carlow

### Bayshore to continue services in northern Manitoba



Dawn Marie Johnston

In October, the federal government awarded Bayshore's Home Health's Winnipeg branch a two-year contract to serve 25 remote communities. "We have been providing nursing support services to First Nations & Inuit Health, a program under Health Canada, since 1985, and once again we have been successful in being awarded the contract," says Dawn Marie Johnston, Area Director for the Winnipeg branch.

Dawn Marie explains that Canada's northern Aboriginal communities require nursing that takes into account their holistic healing needs, and that the 65 seasoned nurses at the community health stations enjoy the challenge and adventure. "They develop a strong commitment to the people and communities they serve," she adds.

For more information, please contact [dmjohnston@bayshore.ca](mailto:dmjohnston@bayshore.ca)

### Eli Lilly Canada sponsors new diabetes education program

Eli Lilly Canada will sponsor a one-year Bayshore program called LEAD, Lilly Education About Diabetes. "We'll provide diabetes education across Canada for patients with type 2 diabetes who require either the initiation of insulin or a change in insulin type," explains Tammy Ash, Program Manager for Bayshore's Pharmaceutical Services Division.

Certified diabetes educators from Bayshore will provide the free service to patients enrolled by their doctor or health care provider. "We're looking at a minimum of four patients per physician at a time across 50 regions," says Tammy. "Physicians don't have time to review insulin and its use. LEAD helps bridge the gap if patients are waiting for referral to a diabetes education centre."

For more information, please contact [tash@bayshore.ca](mailto:tash@bayshore.ca)

### Second Saint John palliative care conference a success

Bayshore's Saint John, NB branch present-

ed "Living With Dying: A Journey of Grief" on October 18th and 19th, featuring palliative care experts Dr. Jane Simington from the University of Alberta and Dr. Gerri Frager from the Isaac Walton Killam Health Centre in Halifax. About 120 people, mostly healthcare professionals, attended.



Nicole Hamming

for Bayshore's Saint John branch and event planner. "Everybody felt it was a valuable experience, either in their role as caregiver or family member. A lot of personal experiences were shared."

Combined with proceeds from smaller fundraisers held during the year, the conference raised \$6,000 for Hospice Greater Saint John, which serves 600 families each year who face end-of-life issues.

For more information, please contact [bkierstead@bayshore.ca](mailto:bkierstead@bayshore.ca)

### Golf tournament supports hospice in Hamilton

In September, Bayshore's Hamilton, Ont. branch held a successful golf tournament that raised more than \$10,000 for Dr. Bob Kemp Hospice, which opened in June. It's the branch's third tournament in support

of the palliative care facility, bringing the total it has raised to \$36,000.

The fun-filled event featured prizes, great food and themed holes. It attracted lots of support from the community. "Our president Stuart Cottrelle always comes out and golfs, and managers from our National Service Centre and volunteers helped us out tremendously," says Linda McInnis, Community Relations Manager for the Hamilton branch.

For its efforts, the Hamilton branch was awarded Bayshore's first-ever "Top Fundraiser" award, which came with a \$1,000 prize. True to the branch's giving spirit, Linda says, "We donated that to Dr. Bob Kemp Hospice too."

For more information, please contact [lmcinnis@bayshore.ca](mailto:lmcinnis@bayshore.ca)

### Bayshore president receives Entrepreneur of the Year award

Bayshore president and founder Stuart Cottrelle, who earlier in the year was nominated for the prestigious 2007 Ernst & Young Entrepreneur of the Year Award, has been named by Ernst & Young as Ontario's Health Services & Sciences Entrepreneur of the Year.

"The award is testimony to the exemplary efforts of our management team, branch staff and more than 6,000 caregivers across Canada," Cottrelle says. "They are the people who have brought success to our company, and deserve the recognition."

For more information, please contact [scottrelle@bayshore.ca](mailto:scottrelle@bayshore.ca)

## Health and Safety *(continued from page 1)*

This collaborative approach is paying off in many ways, including rebates from workplace safety insurance boards. Bayshore recently received a \$32,000 rebate from its 2006 WSIB premiums in Ontario for meeting requirements in leadership, "return-to-work" and other areas.

Bayshore has also fine-tuned its modified work program, introducing new timeframes and placing workers at charitable organizations when office placements aren't available. Ken Chan, Bayshore's Claims Management Specialist, says he's already seen a "big improvement" in return-to-work rates in Ontario.

Next year, Bayshore plans to look at training that addresses specific needs. "For

example, one branch may have a lot of youth clients, so it might need training specific to youth and violence," says Gail. "Or there may be many elderly clients with Alzheimer's and dementia issues. The training will depend on the client base and branch."

Gail is pleased with the ongoing changes. "We're trying to develop a culture where safety is part of how we do business at Bayshore. I see great progress."

Chan agrees. "Everybody should look at health and safety as part of their job, not as a requirement. I think people are getting the message."

For more information, please contact [gknight@bayshore.ca](mailto:gknight@bayshore.ca)

## What our clients say

I wish to make comments regarding my nursing care. Since approximately October 2006 until mid-July of this year I have benefited from the wonderful care of an assortment of your nursing staff. Without one exception each and every nurse, be they a registered nurse or other health care professional, have treated me with only the best care possible.

When I was first home from hospital I was frightened of my shadow, let alone the care I was about to receive. The nurses continuously and patiently assured me that things would work out – as they have.

Please pass this note onto your staff as I wish each and every one of them to know how much I appreciated their care.

– *Hamilton branch client*

I have been a home care client of Bayshore Home Health following my car accident in July.

It is my pleasure to write to you as I am very impressed with your staff and the level of care they provide.

My caregiver, Eileen Ting, who comes in every morning to bath/shower me, has been a God-send during this painful time. She makes me feel extremely comfortable and has a very special way of being caring and professional at the same time. In my eyes, Eileen has gone beyond her duty as she does everything she

can to reduce the amount of pain I am in and make me comfortable. She assesses my needs and takes action.

In addition, like icing on a cake, Eileen has the best attitude for caregiving. She is motivational and positive and performs her job joyfully. Since the first day she came, she has encouraged me that I will get better and that my condition and dependency are temporary.

Some days seem so hard and the pain so strong that it is hard to see the progress I have made. I feel as though I am not getting better. I tend to be very emotional when the pain is unbearable. Eileen rises above my attitude during those difficult days. She is always positive, encouraging and caring.

This level of care and understanding is priceless. I would like to thank you for all your help during this critical time and let you know how wonderful your employees are, especially Eileen.

– *Edmonton branch client*

Wonderful personal care for both my mother and father. The staff truly care about those they care for. Our family would be hard pressed to provide such loving care. The Fredericton team is exceptional. Don't lose these people! Managers, administrative and home care staff are all first rate!

– *Son of Fredericton clients*

## Bayshore Service Club

### 5 Years

Therese Bergeron *Timmins*  
 Peggy Bernard *Winnipeg*  
 Comfort Boateg *Hamilton*  
 Tracy Burns *Hamilton*  
 Lynn Corput *Cornwall*  
 Shirley Egger *Hamilton*  
 Lisa Ertolahti *Thunder Bay*  
 Michael Farrow *Burnaby*  
 Naida Finnamore *Fredericton*  
 Joy Jenkins *Edmonton*  
 Jessie Johal *Burnaby*  
 Jean Laing *Winnipeg*  
 Elva Ann Leandre *Hamilton*  
 Mike Kronic *Mississauga*  
 Lesley Mazan *Thunder Bay*

Caron Moffett *Thunder Bay*

Angela Preocanin *Stoney Creek*  
*Dialysis*

Louise Radford *Thunder Bay*  
 Elizabeth Saban *Hamilton*  
 Karen Saroya *Burnaby*  
 Miroslav Soskic *Hamilton*  
 Doreen Wiltshire *Smiths Falls*  
 Ming Zhong *Cornwall*  
 Pam Zimmerman *Hamilton*

### 10 Years

Anne Campbell *Burnaby*  
 Helen Goulet *Edmonton*  
 Linda Meagher *Moncton*  
 Ina Quildon *Hamilton*  
 Daphne Wellington *Windsor*

### 15 Years

Kazimierz Burkowicz *Burnaby*  
 Meta Evans *Thunder Bay*  
 Priscilla (Percy) McDonald  
*Barrie*  
 Helen Salpeter *Edmonton*  
 Marion Rickett-Bebe  
*Edmonton*  
 Josephine Yap *Burnaby*

### 20 Years

Joyce Baylis *Hamilton*  
 Ingrid Notdorft *Edmonton*

*Correction from October issue*

### 5 Years

Louise Radford *Thunder Bay*

## Office Directory

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1-800-668-9490

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 Kitchener 519-749-8716  
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